

T/Mon LNX, MINI G2, SLIM G2

QUICK START



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Revision History

August 27, 2015	Updated screen shots
February 27, 2014	Added browser compatability info
February 4, 2014	Initial Release

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Contents

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1	T/Mon Overview	1
2	Shipping List	2
3	Specifications	3
4	Hardware Installation	4
4.1	Mounting	4
4.2	Power Connection: -48VDC	7
4.3	Power Connection: 110VAC	7
5	Initial Setup	8
5.1	Changing T/Mon's IP Address via Serial Connection	8
5.2	LAN Connection	10
5.2.1	Configuring the NIC Interfaces	11
5.3	Network Time Protocol (NTP)	14
5.4	Create Shortcut to the Legacy T/Mon Administrative Console	15
5.4.1	Alternative Method to Create Shortcut	16
5.5	Loading Existing T/Mon Database	19
6	Optional Software Module: SQL Agent	22
6.1	Internal Alarms	22
6.2	Performance Stats in Monitor Mode	22
6.3	Adding New Users to the SQL Server	23
6.4	Data Dictionary	24
7	Optional Software Module: Site Dialer for T/Mon	27
7.1	Step 1: Setup the Voice Pager Job	27
7.2	Step 2: Setup the Site Dialer RTU Job	28
7.3	Step 3: Create the Site Dialer Device	29
7.4	Step 4: Setup Pager Carriers	29
7.5	Step 5: Define Voice Format	30
8	T/Mon Web 3.0	31
8.1	Standing / COS Alarms	32
8.1.1	View Detail	32
8.1.2	Trouble Log	33
8.1.3	Ack (Acknowledge)	33
8.1.4	Silence	34
8.2	Ports / Jobs	35
8.2.1	Dialup Device Stats Monitor	36
8.3	Controls	36
8.4	Silence	37

8.5	Analog Groups	37
8.5.1	Analog Trending Graphs	39
8.6	History Reports	41
9	Reference Section	44
9.1	Updating T/Mon Software	44
9.2	Powering Down or Rebooting	46
10	Technical Support	46
11	T/Mon Gold and Platinum Plans	47
12	End User License Agreement	48

1 T/Mon Overview



DPS is proud to announce the latest in alarm management technology - the T/Mon. It combines T/Mon NOC and EXP technology into one, blazing fast device. The T/Mon yields a cleaner configuration, especially for redundant systems. T/Mon features all the flexibility you expect from T/Mon, with a much faster processor and more RAM - just to name a few enhancements - as it lays the foundation for the future of T/Mon.

The T/Mon Remote Alarm Monitoring System is a multiprotocol, multifunction network alarm manager designed as a single-platform solution for all alarm monitoring applications. T/Mon collects alarm data from a wide variety of equipment, regardless of manufacturer or protocol, and displays the state of your entire network in one interface, eliminating the need for specialized terminals. T/Access is a thing of the past for the LNX, as it supports a fresh, new web interface offering more flexibility and visibility than ever.

Immediate benefits of upgrading to the T/Mon platform:

- **6 10/100/1000 NICs** versus a single 10/100 in the NOC. With multiple LAN configurations becoming increasingly popular for security reasons, your T/Mon LNX can communicate on 6 networks while maintaining IP segregation.
- **Processes more** ASCII jobs, virtual polling loops, and more GFX connections - faster
- **Completely compatible** with existing T/Mon EXP applications, such as the SQL History Agent and Voice Dialer
- **On-board RAID 1 for true hard drive redundancy**
- **Better multi-tasking** environment to allow more, faster

2 Shipping List

While unpacking the T/Mon, please make sure that all of the following items are included. If some parts are missing, or if you ever need to order new parts, please refer to the part numbers listed and call DPS Telecom at **(800) 622-3314**.



T/Mon Quick Start
D-QS-TMLNX-12001



Ethernet Cable - 14 ft.
D-PR-923-10A-14



D-CS-538-20A-01 19" Rack Ears



4-Pin Barrier
(Shipped with DC powered units only)
1-820-00814-02



Standard Rack Screws
1-000-12500-06



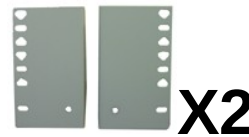
5 Amp Fuse



1-000-80375-02 Ear Screw



T/Access Cable (DB9 to DB9)
D-PR-1053-10A-10



D-CS-538-20A-02 23" Rack Ears



2-Pin Barrier
(Shipped with DC powered units only)
1-820-00862-02



Metric Rack Screws
1-000-80750-03



AC Power Cord
(Shipped with AC powered units only)

3 Specifications

Processor	2.66 GHz Quad-Core Pentium 4
RAM	4 GB
LAN Interfaces	Six 10/100/1000 BaseT ports (Gigabit) on T/Mon LNX/SLIM, 2 on TMon MINI
Serial Ports	Support for 16 docking modules on T/Mon LNX, 8 on T/Mon SLIM, None of T/Mon MINI
Hard Drive	Dual 500GB SATA drives in RAID 1 Configuration
Standard Input Protocols	DCP, DCPf, DCPx, Ping
Standard Output Protocols	DCP, DCPf, DCPx
Optional Input Protocols	SNMP, ASCII, Badger, Cordell, DCM, E2A, Granger, Larse, Modbus, NEC, NTP, Pulsecom, TABS, TBOS, Teltrac, TL1
Optional Output Protocols	ASCII, SNMP, TABS, TL1
Power Input	Dual -48VDC power feeds or 110 VAC (depending on ordering option)
Current Draw:	3.5 Amps peak at -48VDC, 2.0 Amps peak at 110VAC
Fuse	Two 5-Amp GMT fuses (DC version only)
Dimensions:	LNX: 8.75" H x 17" W x 14" D (6 RU) SLIM / MINI: 5.25" H x 17" W x 14" D (4RU)
Weight	28 lbs (30 lbs with slide rack)
Visual Display	Front panel LCD
Removable Storage only	CD/DVD burner drive (supports CD-R, CD-RW, DVD+/-R), T/Mon LNX
Printer Support	Via LPT printer port
Unit Controls	4 LCD menu control buttons
Mounting	19" or 23" rack
Fans	3 internal (4 in the AC version), 1 CPU
Operating Temperature	41° to 95° F (5° to 35° C)
Operating Humidity	0% to 90% (non-condensing)
Windows Compatibility	XP, Vista, 7 32/64 bit
MTBF	60 years
	EMC: Tested to EN55022/55024 Safety: Tested to EN60950-1 Both AC and DC variants have been certified for CE

4 Hardware Installation

4.1 Mounting

Slide Rack Mounting - Optional Accessory (T/Mon LNX only)



Slide Rack Mounting

The Slide Rack enables the T/Mon LNX to easily slide out of its rack position for installation and service access. Your T/Mon shipped with the Slide Rack already mounted to the unit and with the specified rack ears in the correct position for installation. Installing the T/Mon with Slide Rack takes three steps:

1. Removing the Slide Rack from the T/Mon
2. Mounting the Slide Rack on the equipment rack
3. Mounting the T/Mon on the Slide Rack.

Note: The T/Mon with Slide Rack occupies 4 rack units of space. At least 1 rack unit (1 3/4") should be allowed above the T/Mon for ventilation. The Slide Rack extends nearly 13" - be sure to provide adequate service loop in the connecting cables to allow the T/Mon LNX to extend to this distance. After installation and testing of the T/Mon is completed, the slide lock screws should be installed in the Slide Rack to prevent accidental migration of the unit into the aisle space. The slide lock screws go into the equipment rack when flush mounted.

Removing the Slide Rack From T/Mon LNX

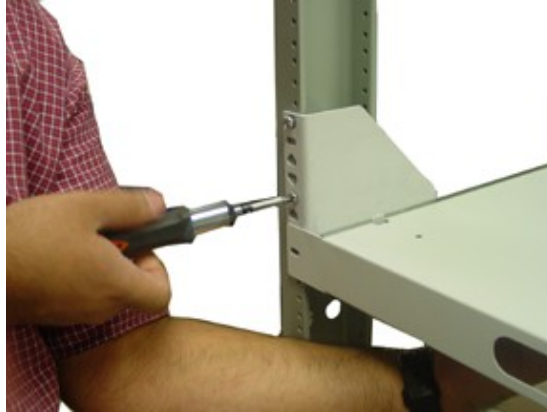
Removing the Slide Rack makes mounting the T/Mon is an easy, one person, job. To remove the Slide Rack, follow these steps:

1. Make sure the T/Mon is off and disconnected from all network interfaces and power supplies.
2. Carefully place the T/Mon upside down on a clean, even surface. (This will not damage the unit.)
3. The T/Mon is secured to the Slide Rack by two screws - see Figure 4a. Remove these screws and save them for reattaching the unit.
4. Gently lift the Slide Rack to remove it from the T/Mon.

Mounting the Slide Rack - Optional

The Slide Rack is light and can easily be mounted to the equipment rack by one person. The rack ears specified with your order (either 19" or 23") are already attached to the Slide Rack. (If the incorrect ears have been attached to the Slide Rack, look for the extra ears included with your shipment.) To mount the Slide Rack to the equipment rack, follow these steps:

1. Supporting the Slide Rack with one hand, align the mounting holes in the rack ears with the rack rails.
2. Secure both brackets with the rack screws provided in the hardware bag.



Slide Rack Mounting

Mounting the T/Mon LNX on the Slide Rack

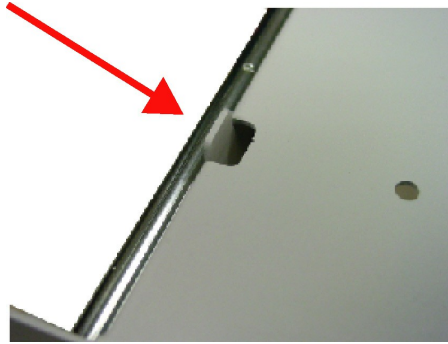
To mount the T/Mon on the Slide Rack, follow these steps:

1. Extend the Slide Rack.
2. Lift the T/Mon and place it on the Slide Rack.



Place the T/Mon on the extended Slide Rack

3. Align the notches on the bottom of the T/Mon with the mounting tabs on the Slide Rack - see Figure 4a. There is a tab on either side of the Slide Rack, approximately 2" from the front of the Rack. Gently place the T/Mon onto the mounting tabs.



There is a mounting tab on either side of the Slide Rack approximately 2" from the front of the Slide Rack

4. From below the T/Mon, insert the two screws that secure the T/Mon to the Slide Rack.
5. Slide the Slide Rack back into place.



Secure T/Mon to Slide Rack

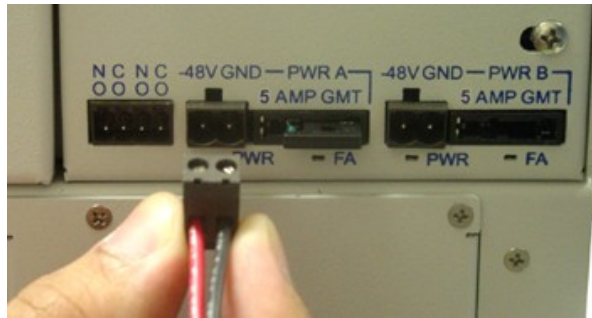
Rack Mounting

If you did not order the Slide Rack, your T/Mon is equipped with rack ears that can be positioned for either 5" projection or flush mounting in either 23" or 19" racks. To mount the T/Mon directly to the equipment rack, follow these steps:

1. Determine which mounting configuration is required. The T/Mon is supplied with the brackets in the 19"/5" projections position.
2. If a different configuration is required, remove the 8-32 screws, re-orient the brackets and re-install the screws.
3. Place the T/Mon in the rack and align the mounting holes in the brackets with the holes in the rack rails. Secure each bracket with two 12-24 screws (provided in hardware bag).

4.2 Power Connection: -48VDC

The T/Mon is powered by two screw terminal barrier plug power connectors.



Screw terminal barrier plugs

To connect the T/Mon to a power supply, follow these steps:

1. Always use safe power practices when making power connections. Be sure to remove fuses from the fuse distribution panel, as well as the back of the T/Mon, before making your power connections.
2. Use the grounding lug to connect the unit to earth ground. The grounding lug is next to the symbol . Insert the eyelet of the earth ground cable between the two bolts on the grounding lug (Ground cable not included).
3. Insert a battery ground into the power connector plug's right terminal and tighten the screw; then insert a battery line to the plug's left terminal and tighten its screw.
4. Insert a fuse into the fuse distribution panel and measure voltage. The voltmeter should read between -40 and -70VDC.
5. The power plug can be inserted into the power connector only one way to ensure the correct polarity. Note that the negative voltage terminal is on the left and the GND terminal is on the right.
6. Insert fuse into the Power A fuse slot. The power LED should be lit green. If the LED is red, the power connection is reversed. To confirm that power is correctly connected, the front panel LEDs will flash RED and GREEN, indicating that the firmware is booting up.
7. Repeat steps 1 -6 for Power B connector.

4.3 Power Connection: 110VAC

These instructions apply only to T/Mon models with 110VAC power connection.



110VAC version of the T/Mon

1. Insert the power cord into the power inlet on the back of the T/Mon.
2. Connect the plug end to a 110VAC outlet.
3. Turn on the power switch on the back of the T/Mon to start the system.

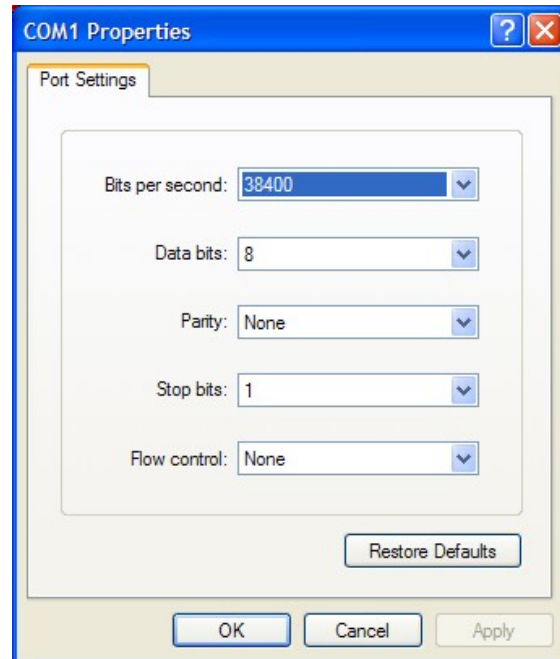
5 Initial Setup

5.1 Changing T/Mon's IP Address via Serial Connection

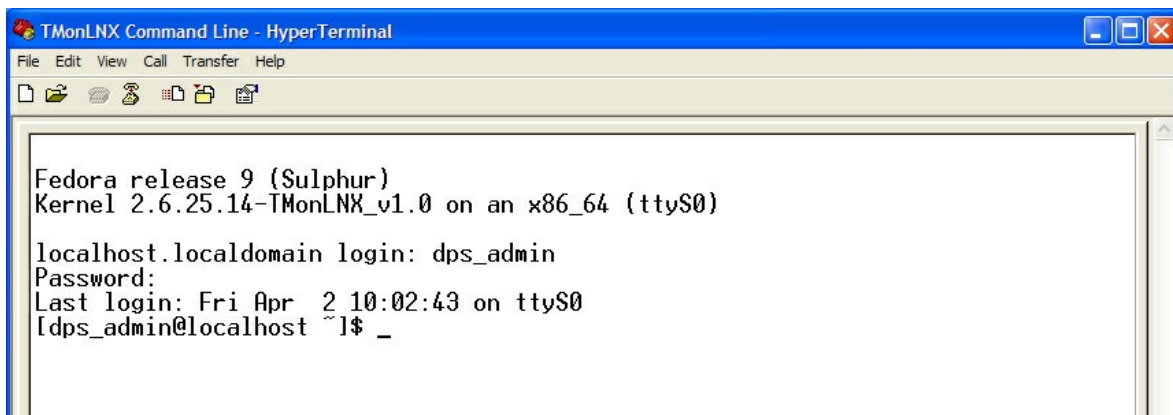
The following script is used to configure **Eth0** (main network interface). Refer to the next section to create and define additional interfaces.

1. Connect a null terminated serial cable (T/Access cable included with the unit) from a PC's COM port to the T/Mon craft port.
2. Start HyperTerminal on your PC, located in the Start Menu > Programs > Accessories > Communications. Configure a serial port with the following information:

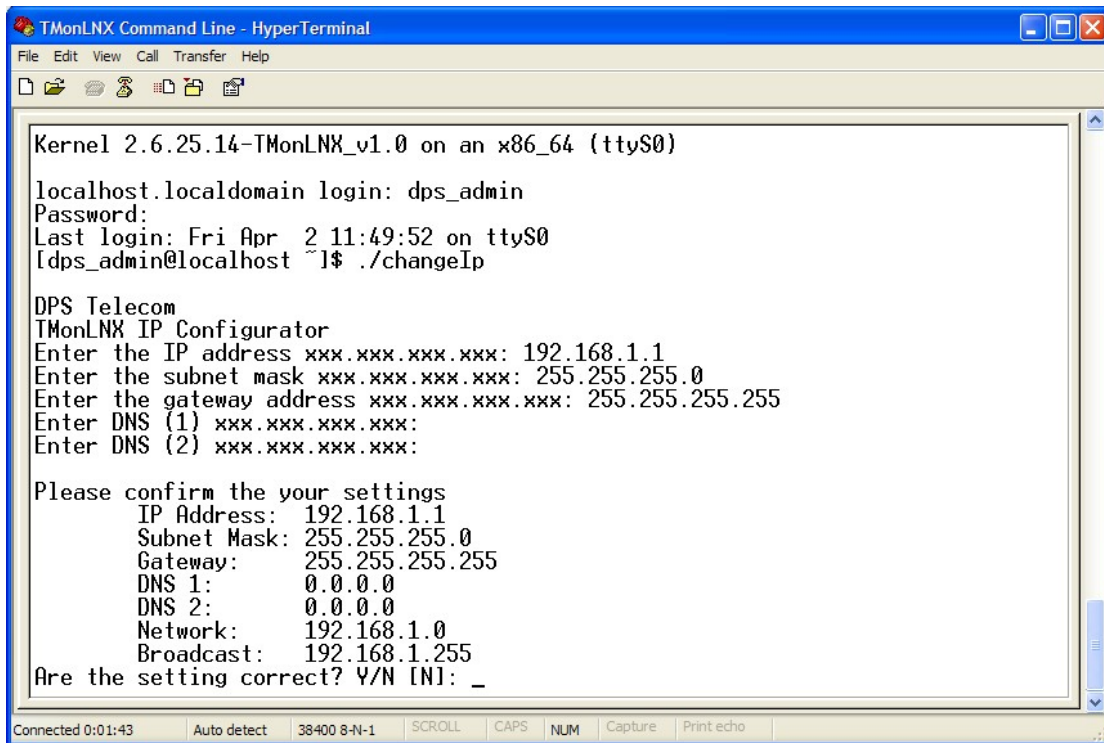
- 38400 bps
- 8 data bits
- No parity
- 1 stop bit
- No flow control



3. Connect HyperTerminal and Press Enter. A login prompt should appear.



4. Enter the default username "dps_admin" and default password "dpstelecom" (without quotes)
5. Enter **./changelp** (case-sensitive; type without quotes, leads with a period) and press Enter. Enter in the new IP address, subnet, gateway, and DNS information.



```

TMonLNx Command Line - HyperTerminal
File Edit View Call Transfer Help

Kernel 2.6.25.14-TMonLNx_v1.0 on an x86_64 (ttyS0)

localhost.localdomain login: dps_admin
Password:
Last login: Fri Apr  2 11:49:52 on ttyS0
[dps_admin@localhost ~]$ ./changeIp

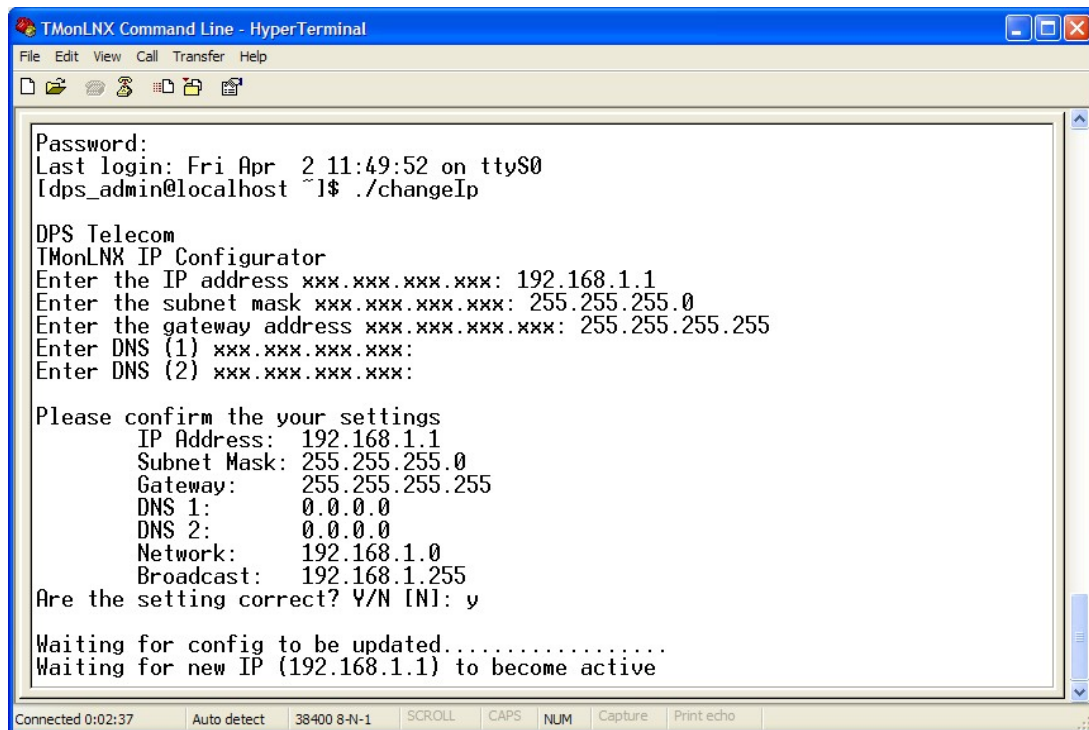
DPS Telecom
TMonLNx IP Configurator
Enter the IP address xxx.xxx.xxx.xxx: 192.168.1.1
Enter the subnet mask xxx.xxx.xxx.xxx: 255.255.255.0
Enter the gateway address xxx.xxx.xxx.xxx: 255.255.255.255
Enter DNS (1) xxx.xxx.xxx.xxx:
Enter DNS (2) xxx.xxx.xxx.xxx:

Please confirm the your settings
      IP Address: 192.168.1.1
      Subnet Mask: 255.255.255.0
      Gateway:    255.255.255.255
      DNS 1:      0.0.0.0
      DNS 2:      0.0.0.0
      Network:    192.168.1.0
      Broadcast:  192.168.1.255
Are the setting correct? Y/N [N]: _

Connected 0:01:43  Auto detect  38400 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo

```

6. Press Y to confirm the new IP address. The script will apply the new IP.



```

TMonLNx Command Line - HyperTerminal
File Edit View Call Transfer Help

Password:
Last login: Fri Apr  2 11:49:52 on ttyS0
[dps_admin@localhost ~]$ ./changeIp

DPS Telecom
TMonLNx IP Configurator
Enter the IP address xxx.xxx.xxx.xxx: 192.168.1.1
Enter the subnet mask xxx.xxx.xxx.xxx: 255.255.255.0
Enter the gateway address xxx.xxx.xxx.xxx: 255.255.255.255
Enter DNS (1) xxx.xxx.xxx.xxx:
Enter DNS (2) xxx.xxx.xxx.xxx:

Please confirm the your settings
      IP Address: 192.168.1.1
      Subnet Mask: 255.255.255.0
      Gateway:    255.255.255.255
      DNS 1:      0.0.0.0
      DNS 2:      0.0.0.0
      Network:    192.168.1.0
      Broadcast:  192.168.1.255
Are the setting correct? Y/N [N]: y

Waiting for config to be updated.....
Waiting for new IP (192.168.1.1) to become active

Connected 0:02:37  Auto detect  38400 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo

```

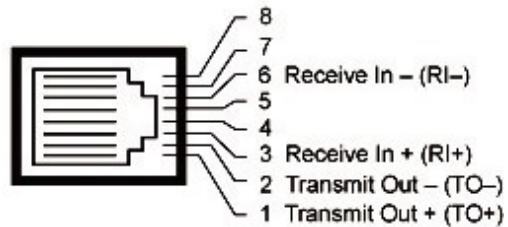
5.2 LAN Connection

Connect the T/Mon to your LAN by inserting a standard Ethernet cable into the "eth0" port, located on the rear of the unit.



Connecting the T/Mon to LAN

RJ45 Ethernet Connection

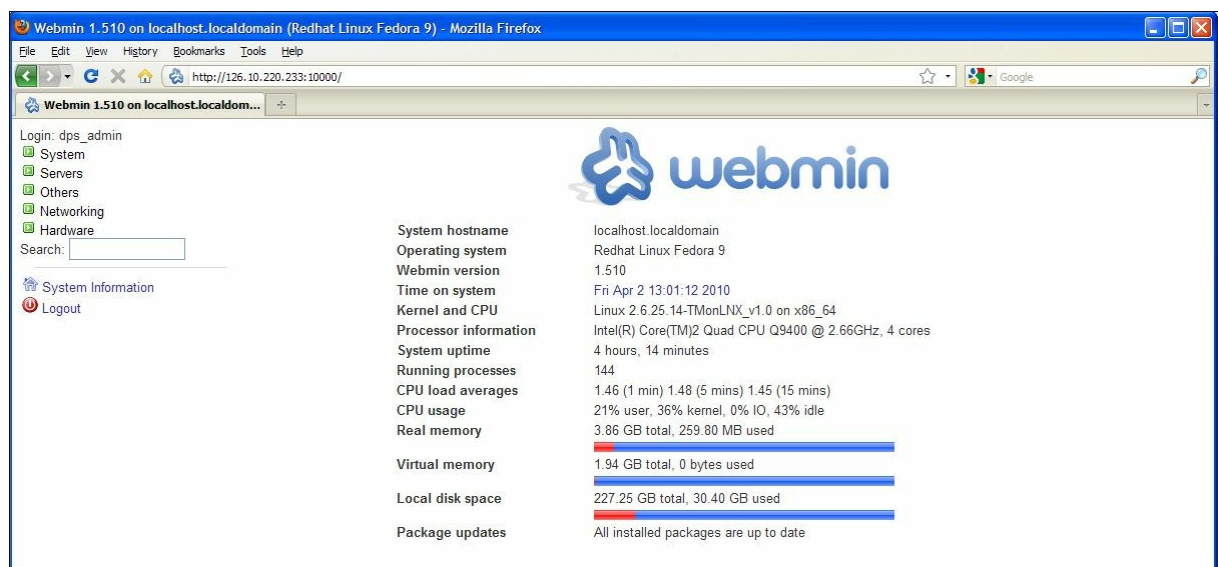


Ethernet port pinout

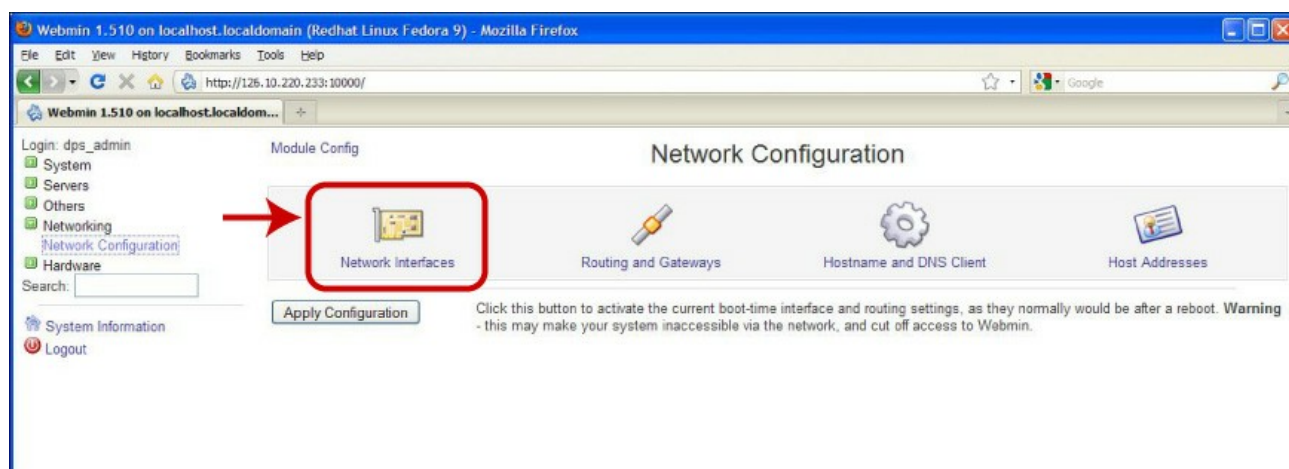
5.2.1 Configuring the NIC Interfaces

Your main network interface, Eth0, was created in the previous step. Use the following instructions for creating Eth1 through Eth5 (Network interfaces 2-6).

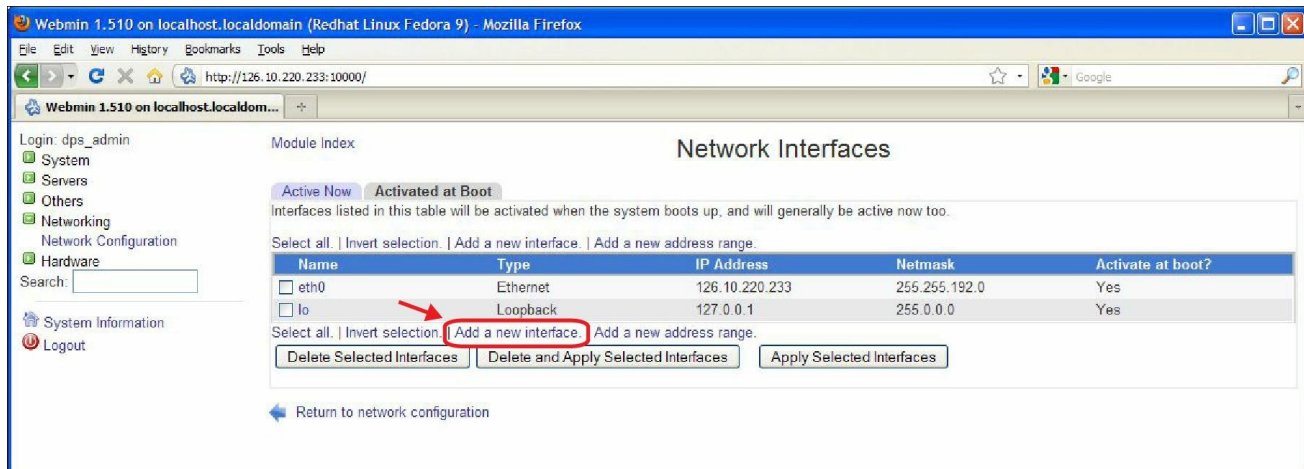
1. After giving the T/Mon an IP address, open an Internet browser and navigate to the IP at port 10000: <http://xxx.xxx.xxx.xxx:10000> (where x's are T/Mon's IP address)
2. Login with the default username of "**dps_admin**" and password "**dpstelecom**"



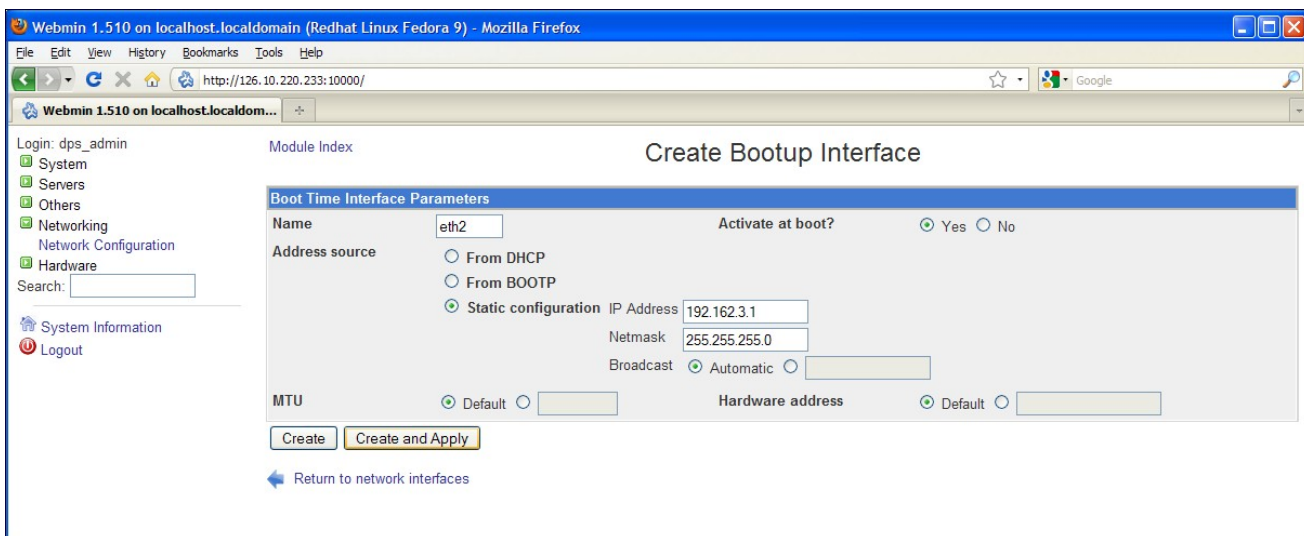
3. In the left frame, click on **Networking**, then click on **Network Configuration**.
4. In the right frame, click on **Network Interfaces**. Click on the **Activated at Boot** tab.



5. Click on **Add a New Interface**.

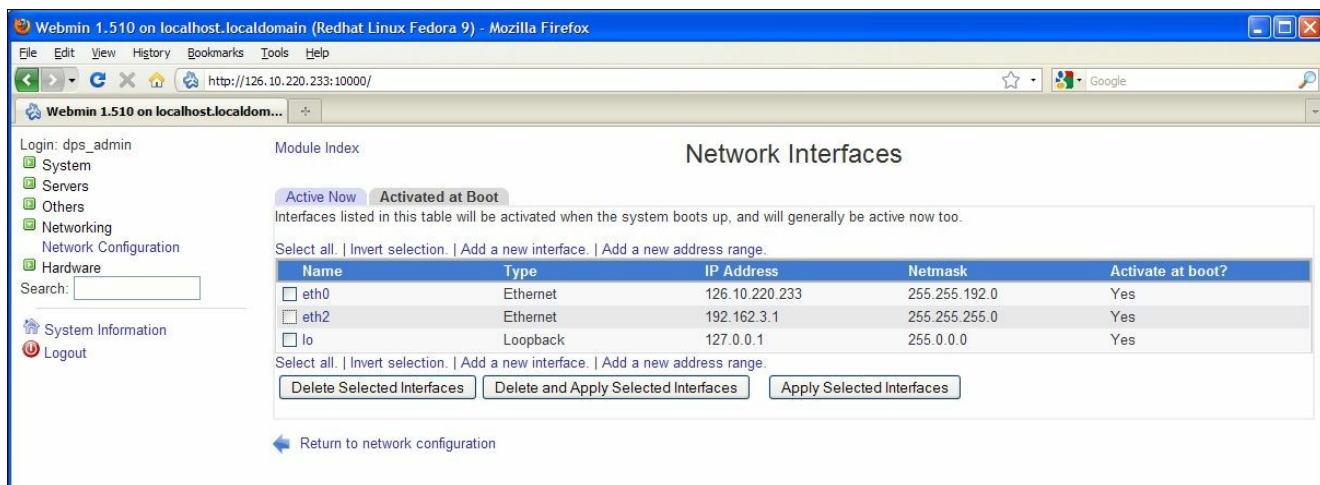


6. In the name field, enter the NIC label on the back of the T/Mon unit you want to use: eth1, eth2, eth3, eth4, or eth5. **NOTE:** If the network is not active, don't define.

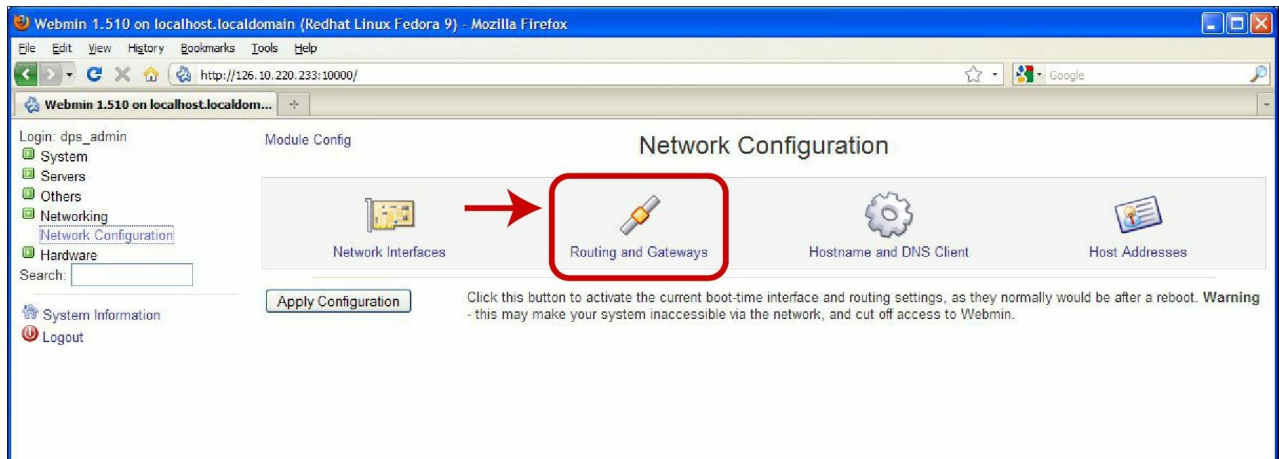


7. Click on **Create and Apply**.

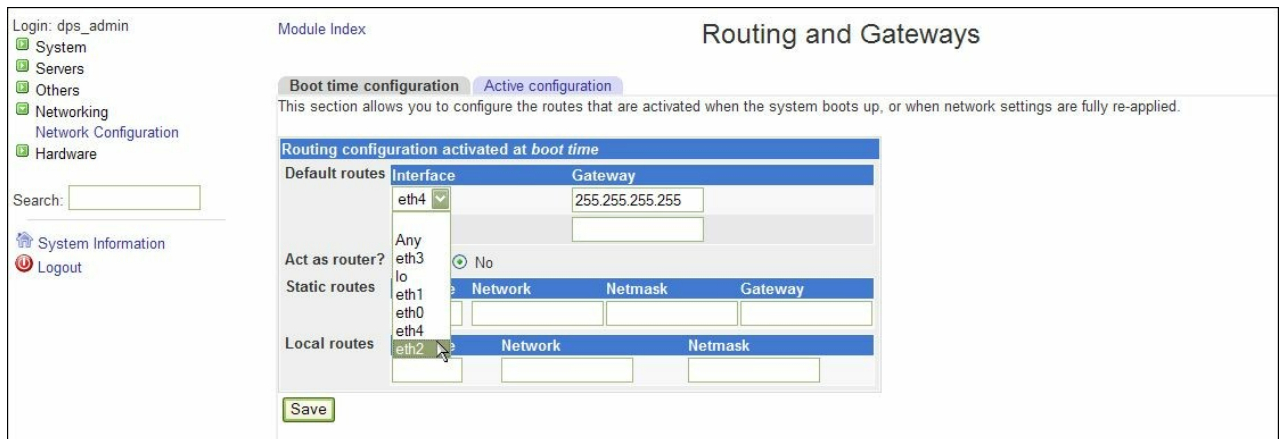
8. The new interface should now appear on the list.



- Return to the **Network Configuration** page from Step 3. This time, click on the **Routing and Gateways** icon.



- Select the network interface you've just created from the drop-down menu (Eth2 in this example). Enter the gateway information.
- Select **No** for **Act as router**. Click **Save** to finish.



5.3 Network Time Protocol (NTP)

On T/Mon, time syncing is no longer handled as a job, as previously in the T/Mon NOC & IAM. If an NTP job is defined in your existing T/Mon database, you must set it to "Halted". Use the following instructions to setup NTP using the Webmin interface.

Webmin 1.510 on localhost.localdomain (Redhat Linux Fedora 9) - Mozilla Firefox

http://126.10.210.243:10000/

Webmin 1.510 on localhost.localdom...

Login: dps_admin
 System
 Servers
 Others
 Networking
 Hardware

System Time
 Search:
 System Information
 Logout

Help...
 Module Config

System Time

Set time Change timezone **Time server sync**

This form is for configuring the system to automatically synchronize the time with a remote server. Synchronization will be done using the Unix `rtime` protocol or NTP, depending on which commands are installed and what the remote system supports.

Time Server

Timeserver hostnames or addresses

Synchronize on schedule?
☒ Set hardware time too
☐ No ☐ Yes, at times below ...

Simple schedule .. Hourly Times and dates selected below ..

Minutes	Hours	Days	Months	Weekdays
☐ All ☒ Selected .. 0 12 24 36 48 1 13 25 37 49 2 14 26 38 50 3 15 27 39 51 4 16 28 40 52 5 17 29 41 53 6 18 30 42 54 7 19 31 43 55 8 20 32 44 56 9 21 33 45 57 10 22 34 46 58 11 23 35 47 59	☐ All ☒ Selected .. 0 12 1 13 2 14 3 15 4 16 5 17 6 18 7 19 8 20 9 21 10 22 11 23	☐ All ☒ Selected .. 1 13 25 2 14 26 3 15 27 4 16 28 5 17 29 6 18 30 7 19 31 8 20 9 21 10 22 11 23 12 24	☐ All ☒ Selected .. January February March April May June July August September October November December	☐ All ☒ Selected .. Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Note: Ctrl-click (or command-click on the Mac) to select and de-select minutes, hours, days and months.

Sync and Apply

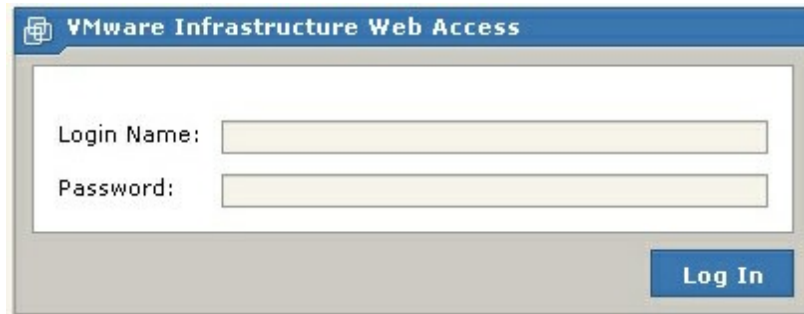
1. In the left navigation pane, click on **Hardware**, then **System Time**. Click on **Time server sync** tab.
2. Enter the **IP address or host name** of the NTP server you want to sync with. *NOTE:* If using the host name, verify that DNS servers are defined in the previous step.
3. Define the **synchronization schedule**. If you are unsure how often to sync, check with your server administrator.
4. Click the **Sync and Apply** button to finish. *NOTE:* If you are not using Network Time Protocol, but you do want the correct time, click on the Set Time tab to enter it in manually.

5.4 Create Shortcut to the Legacy T/Mon Administrative Console

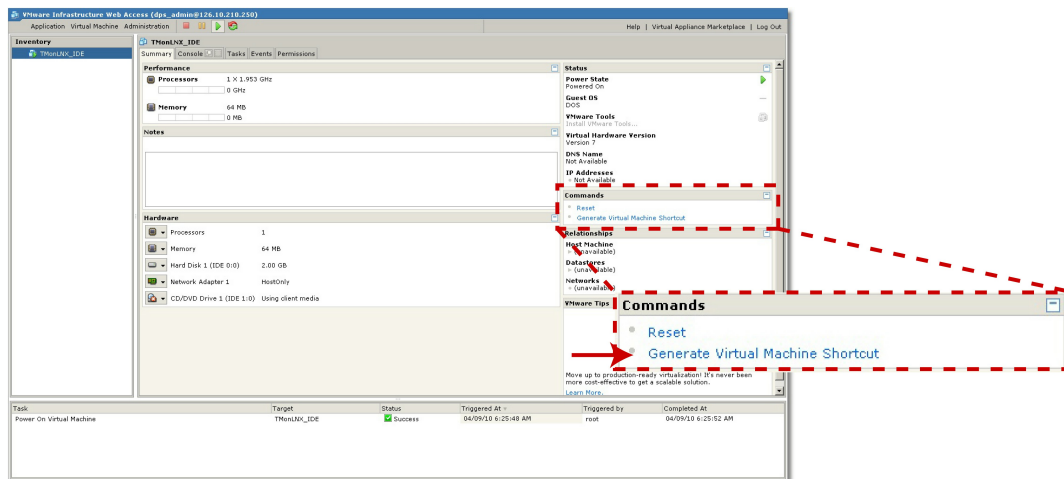
Important: During this process you will be prompted to install a plugin for the browser you are using. Make sure you have the appropriate rights on that machine to install browser plugins. Use Internet Explorer 6, 7, 8 or Firefox 3.5 and lower. Chrome and browser versions not listed are not supported by this version of VMware.

Note: Only necessary if upgrading from a T/Mon NOC, IAM or SLIM G1.

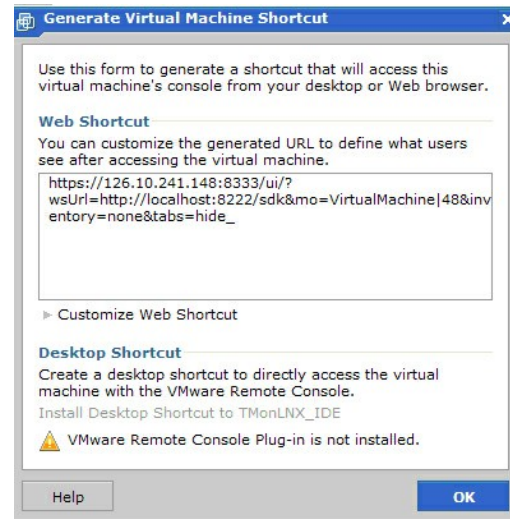
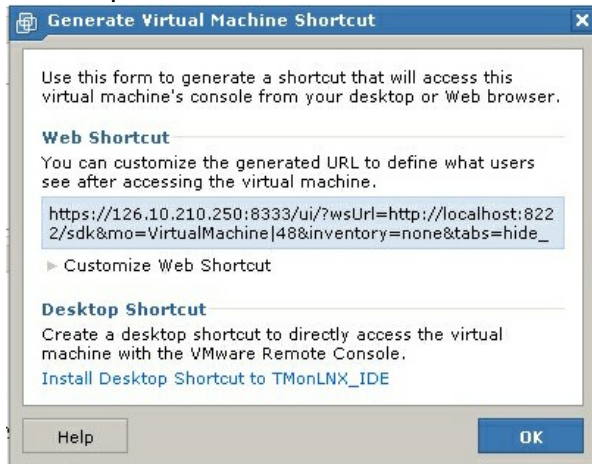
1. Open your web browser.
2. Enter "<https://xxx.xxx.xxx.xxx:8333>", where the xxx is the IP address assigned to the T/Mon. (Make sure it's https for the secure connection.)



3. Log in with "dps_admin" as the username and "dpstelecom" as the password
4. Click "Generate Virtual Machine Shortcut"



5. Click "Install Desktop Shortcut to TMon IDE." This will create a shortcut to the main console on your desktop.



NOTE: If the popup says "VMWare Remote Console Plug-in is not installed", click on the Console tab > Install plug-in.



6. Double click this icon and log on (the username to login is "DPS" and the password is also "DPS").
7. To direct keyboard input to the console, click anywhere in the window
8. To return keyboard input to the local machine, press CTRL-ALT.

5.4.1 Alternative Method to Create Shortcut

You can use this alternative method to create a shortcut to T/Mon Administrative Console:

1. Open any internet browser
2. Enter "http://xxx.xxx.xxx.xxx:10000", where the xxx.is the IP address assigned to the T/Mon LNX.
3. Log in with "dps_admin" as the username and "dpstelecom" as the password.
4. Click on "Others" on the left side of the page. Then click on "Custom Commands".

The screenshot shows the Webmin interface with the 'System' menu item selected. The 'Custom Commands' option is highlighted with a red box. The main content area displays system information for 'localhost.localdomain' running 'Redhat Linux Fedora 9'.

System Information	Value
System hostname	localhost.localdomain
Operating system	Redhat Linux Fedora 9
Webmin version	1.510
Time on system	Fri Jan 10 10:28:53 2014
Kernel and CPU	Linux 2.6.25.14-TMonLNX_v1.0 on x86_64
Processor information	Intel(R) Core(TM)2 Quad CPU Q9400 @ 2.66GHz, 4 cores
System uptime	1 hours, 53 minutes
Running processes	175
CPU load averages	2.77 (1 min) 2.55 (5 mins) 2.49 (15 mins)
CPU usage	9% user, 51% kernel, 4% IO, 36% idle
Real memory	3.86 GB total, 666.92 MB used
Virtual memory	1.94 GB total, 0 bytes used
Local disk space	227.25 GB total, 147.66 GB used
Package updates	549 package updates are available

5. Scroll all the way to the bottom of the page and look for buttons that are labeled "Download VMWare Plugin" and "Install Desktop Shortcut".

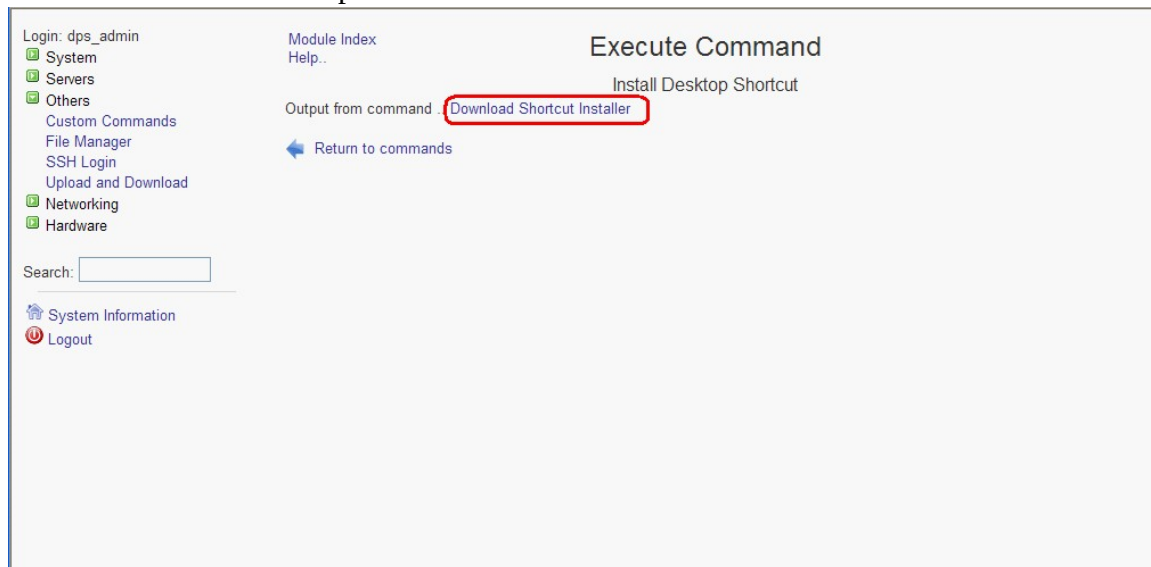
The screenshot shows the Webmin interface with the 'System' menu item selected. The 'Custom Commands' option is highlighted with a red box. The main content area displays system management options.

System Management Options	Description
Gather recent debug logs	View detailed output of SMART test
Debug Level: Normal	Hard Drive: SATA0
Reboot T/MonLNX	Shutdown T/MonLNX
Download VMWare Plugin	Enable/Disable VNC Server
Install Desktop Shortcut	Boot LNX VM into BIOS

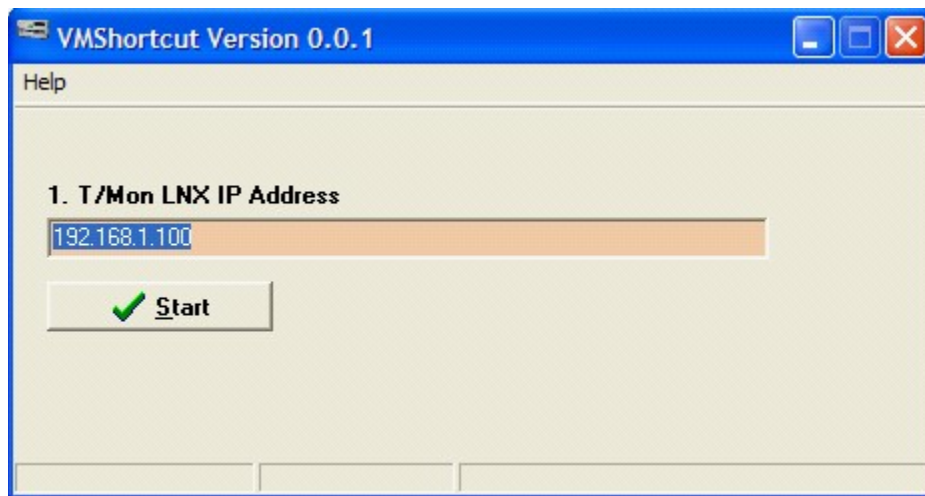
6. Click on the "Download VMWare Plugin" button. Then click the link to the VMWare Plugin Installer.



7. Once the file has downloaded, run the installer.
8. Click on the link to “Return to commands”.
9. Click on the “Install Desktop Shortcut” button. Then click the link to the Shortcut Installer.



10. Run the file after it has downloaded.
11. Enter the IP address that was assigned to the T/MonLNX in the text box and click on the Start button to create the shortcut.

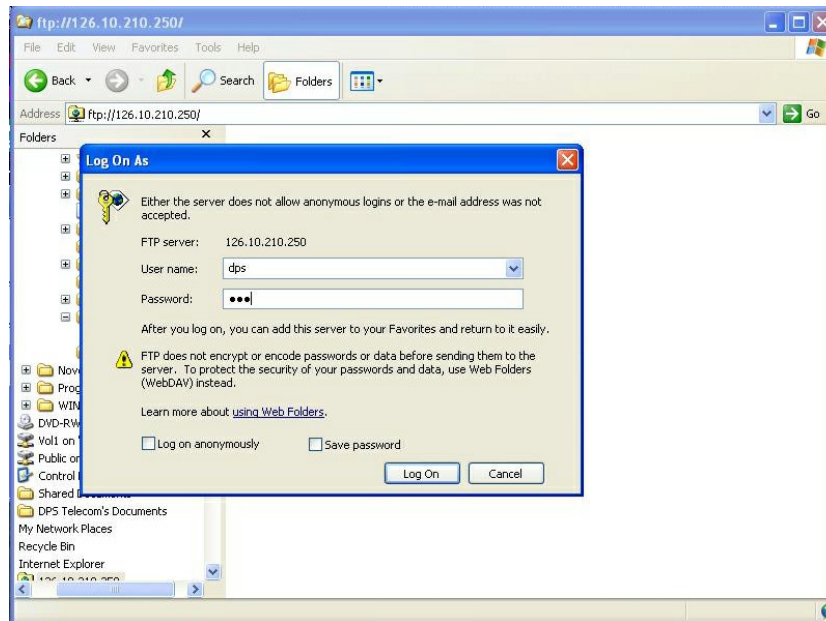


12. You should now have the VMWare console shortcut on your desktop.

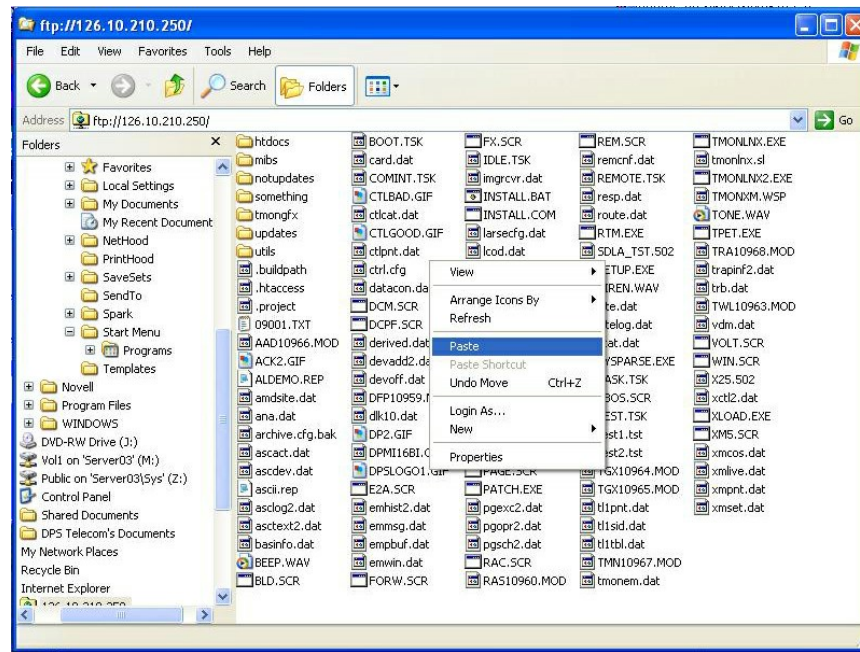
5.5 Loading Existing T/Mon Database

Note: Only necessary if upgrading from a T/Mon NOC, IAM or SLIM G1.

1. Open the **T/Mon FTP server** by right clicking on the Start Menu of the PC and selecting Explore.
2. Clear the address bar at the top and type **ftp://xxx.xxx.xxx.xxx**, where the x's are the IP address of T/Mon.
3. Login to the FTP server. The user name is "**dps**" and password is "**DPS**" (both are case-sensitive).



4. Drag and drop your **saved T/Mon database (archive.cfg and ctrl.cfg)** into the root directory of the FTP server. You can also click anywhere on the screen and paste your .cfg files onto the system.



- Once the files are pasted into the T/Mon, it will take T/Mon approximately **10 minutes** (depending on the size of your database) to convert it over to the T/Mon format.

6. Take T/Mon out of monitor mode by pressing **ESC, R, Enter** and go to **Files > Utilities > Restore Data Files**. Restore the C-Configuration files from the C drive.
7. Hit **Enter** when you see the message "Insert Disk #1 and press <Enter>"
8. Now that your database has been restored, there are a couple differences between the older T/Mon and the new T/Mon that you should be aware of. The main differences that affect us are knowing which TCP ports can **no longer be used**.

The following is a list of Ports that cannot be used by T/Mon because now the is using them "behind the scenes":

10000	8333
9801	8222
9802	80
9803	20
9811	21
9813	

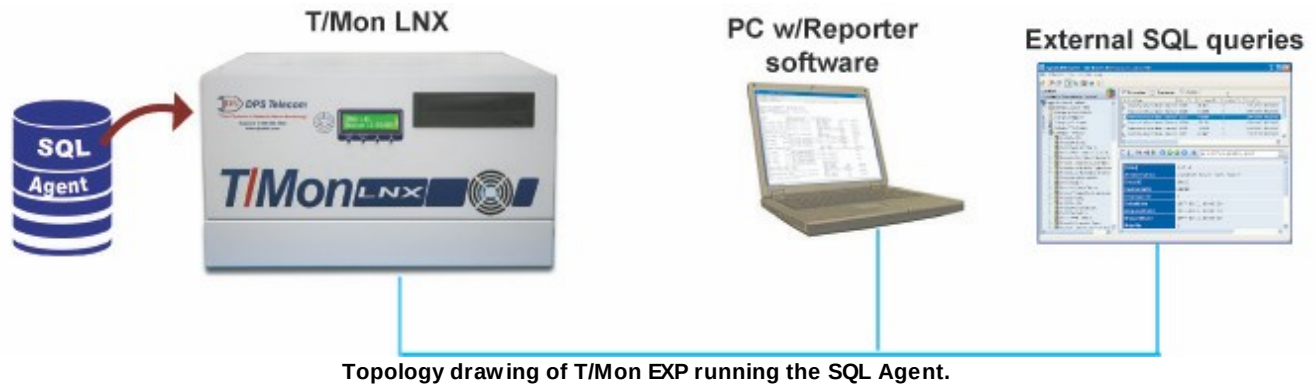
Most likely the only ports that this will affect are the FTP jobs and the HTTP Web-browser. To work around this we must change these ports **from – to:**

20 to 8020
21 to 8021
80 to 8080

To do this, escape back to the **Master Menu** and go to **Parameters > Remote Ports**. Hit **F** for find and go to **Job 28**. Hit **F1** to view all of the TCP/UDP ports being used by the system. Make sure you enter thru the list and change the ftp ports and Web ports to the new port numbers. It is best to scan thru the rest of the ports being used to be sure no others are on the list above.

6 Optional Software Module: SQL Agent

The T/Mon SQL Agent job is designed to store history events from your T/Mon in a high-speed SQL database. Once in the SQL database, you can query T/Mon history events from any number of outside sources. Storing history events in the SQL database makes them easily accessible via spreadsheet programs, database access tools, Visual Basic, and server-side web technology. You can also access historical alarm data using the T/Mon History Reporter software module (optional).



6.1 Internal Alarms

The following housekeeping alarms (AKA internal alarms) are available for the T/Mon SQL Agent (address 1):

Cannot communicate with T/Mon SQL Agent: This alarm is set when the T/Mon SQL Agent fails to respond to the T/Mon's keep-alive request or the T/Mon is unable to establish a TCP network connection with the T/Mon SQL Agent. This alarm clears when the T/Mon SQL Agent successfully responds to the T/Mon's keep-alive request.

Cannot connect TCP with T/Mon SQL Agent: This alarm is set when the T/Mon is unable to establish a TCP network connection with the T/Mon SQL Agent. This alarm clears when the T/Mon is able to establish a TCP network connection with the T/Mon SQL Agent.

Excessive Errors - See Performance/Stats: This alarm is set when the T/Mon receives an excessive amount of error messages. The purpose of this alarm is to prompt the user to look at the Performance/Stats Window. This alarm clears when the Performance/Stats are reset (Alt-F2) or the T/Mon is re-initialized.

SQL Server Failed - see T/Mon SQL Agent: This alarm is set when the T/Mon SQL Agent loses communication with the SQL Server. If this happens you should check if the SQL Server is still running. This alarm clears when the T/Mon SQL Agent restores communication with the server.

6.2 Performance Stats in Monitor Mode

The following performance statistics are displayed in the Performance/Stats Window from Monitor Mode:

Sync Tot: Total number of history synchronization attempts.

Sync Ok: Total number of successfully completed history synchronizations.

Hst Evt Tot: Total number of history events sent.

Hst Evt Ok: Total number of successfully completed history events.

Time Out: Received a partial message.

No Response: Receive no message.

New CMD Err: Received an unknown command.

Msg Err: Received an invalid message.

Noise Chars: Invalid/unexpected characters.

Comm Err: Failed attempt to communicate with T/Mon SQL Agent (Keep-Alive or TCP connection).

6.3 Adding New Users to the SQL Server

By default, the **dps_admin** user should have access rights to the **event_history** table in the SQL database. If the **dps_admin** user does not have access rights, or you wish to grant access rights to an additional LNX user, you can grant access rights through your T/Mon's Webmin interface.

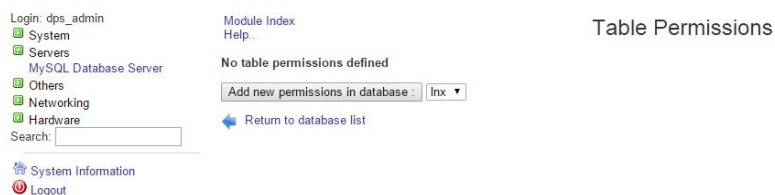
Note: LNX users are **not** the same as T/Mon users. LNX users are independently managed through the Webmin interface.

To grant or edit access rights to the tmon_history table:

1. Log into **Webmin** - <http://IPAddress:10000> (Username: **dps_admin**; Password: **dpstelecom**)
2. Click **Servers > MySQL Database Server**.



3. Click **Table Permissions**.



4. Click **Add New Permissions in Database**.

5. Enter data for the new user:

- Choose the **Table** you want the new user to be able to access (typically **tmon_history**) from the drop-down menu
- In the **Username** field, select the right-most radio button (next to the open text box), and enter the name of the user you wish to grant access to the table. (Typically **dps_admin**)
- Leave **Hosts** set to **Any**
- Select all table and field permissions.

Login: dps_admin
 System
 Servers
 MySQL Database Server
 Others
 Networking
 Hardware
 Search:
 System Information
 Logout

Module Index
 Help..

Create Table Permissions

Table permission options

Database: Inx
 Table: event_history
 Username: ☐ Anonymous user ☒ dps_admin
 Hosts: ☒ Any ☐
 Table permissions:
 Field permissions:

[Return to table permissions](#) | [Return to database list](#)

6. Click **Create** to finish.

Note: If, after adding table permissions, you still cannot access the SQL Server, **contact DPS Support**.

6.4 Data Dictionary

(Tmon_history) Data Dictionary field descriptions

Field Name	Field Type	Description	ArrowNull	Key	Default
IPAddr	varchar(15)	IP Address of the TMon.		PRI	
IPPort	smallint(6)	IP Port of the TMon.		PRI	0
EventDateTime	datetime	The date and time which the TMon received the event.		PRI	0000-00-00 00:00:00
Port	smallint(6)	The port which the TMon received the event on.			0
Address	smallint(6)	The address which the TMon received the event on.			0
Display	smallint(6)	The display which the TMon received the event on.			0
Point	smallint(6)	The point which the TMon received the event on			0
EventCounter	tinyint(4) unsigned	Forms a unique identifier when used in conjunction with the EventDateTime.		PRI	0
AckDateTime	datetime	The date and time which the event was acknowledged. This field is only relevant if the "Initials" field is not blank.	YES		
Initials	varchar(10)	The initials of the user that acknowledged the alarm.	YES		
AlarmState	char(1)	The state of the event. • 'S'=Silenced • 'C'=Cleared • 'F'=Set	YES	MUL	

AlarmLevel	char(1)	The severity level of the event. • 'A'=Critical • 'B'=Major • 'C'=Minor • 'D'=Status	YES		
SubDevice	char(3)	Name of the sub-device which reported the event.	YES		
SiteName	varchar(40)	Name of the site which reported the event.	YES		
PointName	varchar(40)	Name of the point which corresponds to the event.	YES		
AuxPointName	varchar(40)	Auxiliary name of the point which corresponds to the event.	YES		
AlarmStatus	varchar(8)	Description of the current status of the event.	YES		
DispDesc	varchar(40)	Name of the display which the TMon received the event on.	YES		
	datetime	The date and time which the device that reported the event to the TMon received the event.	YES		
TStamp	timestamp	Current timestamp used by Microsoft Access.	YES		CURRENT_TIMESTAMP

Data Dictionary key names and field names

Key Name	Field Name	Collation	Cardinality
PRIMARY	IPAddr	A	
PRIMARY	IPPort	A	
PRIMARY	EventDateTime	A	
PRIMARY	EventCounter	A	7776
INDEX ack	Initials	A	
INDEX ack	AckDateTime	A	
INDEX ack	EventDateTime	A	

(file_list) List of dat files that can be transferred to the SQL database. Used to determine if the file has changed and needs to be retrieved.

Field Name	Field Type	Description	ArrowNul 1	Key	Default
IP Addr	Varchar(13)	IP Address of T/Mon where packet came from		Yes	
FileName	Varchar(15)	Name of T/Mon DAT file		Yes	
TimeStamp	Varchar(30)	Timestamp if T/Mon DAT file			
CRC	Varchar(30)	CRC of received DAT file			0

(tmon_history_windows) This table contains the windows associated with each alarm point from the tmon_history table.

Field Name	Field Type	Description	ArrowNul 1	Key	Default
IP Addr	Varchar(15)	IP Address of T/Mon where the packets came from.		Yes	
IPPort	Smallinit(6)	Port of the SQL connection on T/Mon.		Yes	0
EventDateTime	Datetime	Date and Time which the T/Mon received the event.		Yes	0000-00-00 00:00:00
Event Counter	Double(4)	Forms a unique identifier when used in conjunction with EventDateTime.		Yes	0
WindIDX	Smallinit(6)	Windows index. This ranges from 1 to 8. Each alarm point on T/Mon can be associated with up to 8 windows.		Yes	0
Window	Smallinit(6)	Windows value. This is the window that an associated alarm would report to.			0

(DAT_EMWIN) This table contains data from EMWIN.dat on T/Mon

Field Name	Field Type	Description	ArrowNul 1	Key	Default
WindIdx	Smallinit(6)	Tmon window index		Yes	0
WinName	Varchar(15)	Window name	Yes		
WinDesc	Varchar(41)	Window description	Yes		

7 Optional Software Module: Site Dialer for T/Mon

Most of the configuration for this application is done on the T/Mon. The Site Dialer only requires that the hardware be setup and that the unit has an IP address.

In order for the Site Dialer application to work, you'll need the following components:

- T/Mon
- Site Dialer RTU for T/Mon
- Site Dialer software module for the

The following steps assume you already have the following configured in your T/Mon. For help, see Section Three in the T/Mon manual.

- Pager Job
- Ethernet Job

7.1 Step 1: Setup the Voice Pager Job

The screenshot shows a web-based configuration interface titled 'Edit'. At the top, there are tabs for 'New' and 'Data Connection'. Below this, a yellow box highlights the 'COM Parameters' section. Inside this box, the 'Job' field is a dropdown menu currently showing '76', with a blue link 'VoicePager (TELNET-RAW Port 7502)' next to it. Below 'Job' is a 'Suspend Job' checkbox which is unchecked. The 'Port Usage' field is a dropdown menu showing 'Voice Pager'. The 'Description' field is a text input box containing 'Voice Pager'. At the bottom left of the yellow box is a blue 'Update' button.

1. On the Remote Parameters screen (accessed from Remote Ports > Remote Ports), locate the next available job above 47.
2. Select Voice Pager from the submenu. (This is the job that “talks” to the T/Mon.)
3. Enter a description (optional) and press Enter. You will see “No Data Connection” at the top of the screen.
4. Go to the Data Connection Assignment screen.
5. Click Add to begin creating the assignment.
 - a. Type: TELNET-RAW
 - b. IP / Host Name: Enter 127.0.0.1 (This is the default local host name.)
 - c. TCP Port: 7502. (This is the default port.)
 - d. Description: Enter a description here, such as ‘Site Dialer MINI G2’.
 - e. Click Save. You’ll now be back on the Data Connection Assignment screen.
6. Select the new data connection you’ve just created and click Save.

7.2 Step 2: Setup the Site Dialer RTU Job

Edit

New | Devices | Data Connection | Move

COM Parameters

Job: 75 SiteDialer Connection (UDP Port 2001)

Suspend Job: ☐

Port Usage: Site Dialer

Description: Site Dialer

Time Out: 5000

Poll Delay: 500

Fail Threshold: 3

Fail Poll Cycles: 20

Immediate Retries: 1

Update

Figure 9b

1. On the Remote Parameters screen, locate the next available job.
2. Select Site Dialer from the submenu. (This is the job that “talks” to the Site Dialer RTU.)
3. Description is optional. Select all the defaults for Time Out, Poll Delay, Fail Threshold, Fail Poll Cycles, and Immediate Retries.
4. Go to the Data Connection Assignment screen.
5. Click Add to begin creating the assignment.
 - a. Type: UDP (DPS RTU, SNMP Trap Processing, SNMP Agent)
 - b. TCP Port: 2001
 - c. Description: Enter a description here, such as “Site Dialer RTU”.
 - d. Click Save. You’ll now be back on the Data Connection Assignment screen.
6. Select the new data connection you've just created and click save.

7.3 Step 3: Create the Site Dialer Device

The screenshot shows the 'Remote Device Definition' window. At the top, it says 'Port / Job: 75 Addresses' and 'Device 1 x'. The form fields are as follows:

- Port / Job: 75 Site Dialer
- Device ID: 1 RTU IP Address: 192.168.10.115 TCP Port: 2101
- Description: Site Dialer RTU
- Site Name: Fresno
- Displays: 1-9
- Device Type: Site Dialer
- Poll Type: Upset
- Refresh Rate: 298
- Log Undefined: No
- Polarity: Bipolar
- Level: A
- Windows: (empty)
- Description: (Undefined)
- Logging: Log
- History: History
- Status: Alarm
- Reverse: No Reverse
- Message: 0

At the bottom, there are buttons for Save, Delete, Point Definitions, Internal Alarms, Analog Provisioning, TL1, Import, and Export.

1. Back on the Remote Parameters screen, click Devices to create the device.
2. Click add to enter the Device ID. The default is 1, unless you've changed it in the RTU. (This is the DCP address of the RTU.)
3. Enter in the IP address and port (default is 2001) of the Site Dialer RTU.
4. Description and Site Name are optional.
5. For Device Type, select Site Dialer. (This is the only option.)
6. Select all the defaults for Displays, Poll Type and Refresh Rate.
7. Select all the defaults under Address Defaults.

7.4 Step 4: Setup Pager Carriers

1. Select Pager > Pager Carriers. This is where you add your operators, who get called when an alarm comes in.
2. Enter in the Int (Initials) and Name for your operators.
3. For Type, select V for Voice.
4. For Pager/Phone, enter the phone number to call.
5. The ID/Delay field should be filled in for added security. This is the ID you'll press on your phone to acknowledge an alarm. Example: If your ID is 123, you'll press 123# to ack an alarm from your phone. If you did not enter in an ID, you'll simply press # to ack.
6. Finish entering in all your operators and click Save.

7.5 Step 5: Define Voice Format

Voice Pager Format

Alarm Format

Status: Fall Level: A (Critical) Total Width: 79

2 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 77

1 A C T H I S I S T H E P O I N T D E S C R I P T I O N - - - - - S I T E N A M E - - - - - A u g 2 5 1 0 : 1

78 80 85 90 95 100 105 110 115 120 125 130 135 140 145 150 153

6

#	Start	Name	Delay	Say Header
1	6	Alarm Status	1	☒
2	8	Level	1	☒
3	10	Description	40	☒
4	51	Site Name	15	☒
5	67	Date-4 [JAN DD]	6	☒
6	74	Time-2 [HH:MM]	5	☒
7	80	Blank	0	☐
8	80	Blank	0	☐
9	80	Blank	0	☐
10	80	Blank	0	☐
11	80	Blank	0	☐
12	80	Blank	0	☐
13	80	Blank	0	☐
14	80	Blank	0	☐

Level & Status Attributes

Text
LEVEL A Critical
LEVEL B Major
LEVEL C Minor
LEVEL D Status
CLEAR Clear
FAIL Alarm
TAGGED Tagged

SHORTCUTS: CTRL+S: Save, CTRL+R: Reset

Save Reset

SHORTCUTS: CTRL+S: Save, CTRL+C: Copy, CTRL+V: Paste, CTRL+I: Insert, CTRL+D: Delete

Save Add

1. From the Pager sub-menu, select Voice Format.
2. Define what T/Mon fields you;d like to include the spoken phrase.

8 T/Mon Web 3.0

Overview

Intro Options Windows Analog Statistics Logout										
Standing/COS Alarms										
ALL ALARMS Modular RTU										
Standing Alarm (All alarms go into window 1)										
COS Alarms Silence Window Analogs Controls										
Alarm Id	MSG	Type	TRB	Date	Acked Date	Acked Initial	Status	Status Desc	Site	Description
735				07/03/12 12:44			ALM	ALM	NG 1 emp issue #2	DEVICE FAILURE NG : 56.71
1073742 676				07/03/12 12:44			ALM	ALM	CBH Rack G2	DEVICE FAILURE NG : 55.20
1073742 514				07/03/12 12:44	07/03/12 18:39	@@@	ALM	ALM	216G3 Batt.	DEVICE FAILURE NG216G3 Battery
1073742 512				07/03/12 12:44			ALM	ALM	APD Testing	DEVICE FAILURE DCP: 65.100
1073742 511				07/03/12 12:44			ALM	ALM	G5 CBH Rack	DEVICE FAILURE NG : 58.193
1073742 510				07/03/12 12:44			ALM	ALM	NG Temp issue #1	DEVICE FAILURE NG : 56.70
1073742 509				07/03/12 12:44			ALM	ALM	NG Added from webedit	DEVICE FAILURE NG : 55.3
1073742 508				07/03/12 12:44			ALM	ALM	Zigbee Testing	DEVICE FAILURE NG : 10.203
1073742 233				06/20/12 10:01			ALM	ALM	SNMP Test	ADDRESS TAKEN OFFLINE DCP: 59.192
1073742 232				06/20/12 10:01			ALM	ALM	SiteMon	ADDRESS TAKEN OFFLINE 216 : 59.135
1073742 231				06/20/12 10:01			ALM	ALM	NG D-Wire	ADDRESS TAKEN OFFLINE NG : 59.106
1073742 230				06/20/12 10:01			ALM	ALM	G5 (via 216T bridge)	ADDRESS TAKEN OFFLINE NG : 59.12
1073742 229				06/20/12 10:01			ALM	ALM	NG216T Bridge (Tail)	ADDRESS TAKEN OFFLINE NG : 59.11
1073742 228				06/20/12 10:01			ALM	ALM	NG216T Bridge (Head)	ADDRESS TAKEN OFFLINE NG : 59.10
1073742 227				06/20/12 10:01			ALM	ALM	Dymon Testing (BACTL)	ADDRESS TAKEN OFFLINE BAC : 59.4
1073742 226				06/20/12 10:01			ALM	ALM	Dymon Testing (BACTL)	ADDRESS TAKEN OFFLINE BAC : 59.3
1073742 225				06/20/12 10:01			ALM	ALM	BAS testing	ADDRESS TAKEN OFFLINE BAC : 59.2

SHORTCUTS: C: Clear, S: Silence, T: Tag, L: Trouble Log, U: Untag, D: Details

Navigating through T/Mon Web 3.0

The new T/Mon web interface is more intuitive than ever. Now, you can right-click on any alarm point to perform tasks such as viewing alarm detail, analogs, silencing, and issuing controls. New keyboard shortcuts and colored icons help you stay organized while keeping tabs on changing network conditions. You can now use the keyboard arrow keys for navigation and sort columns by clicking the headers. You can also hide columns on a per user basis.

Changing Pane Sizes

When viewing lots of alarm details at once, you can grab the edge of the frame drag it to be as big/small as you like. In Web 3.0, each window is opened in a new tab. You're able to view a single tab at a time (**NOTE:** Your old tab won't close when a new window is opened in a new tab).

Top-Most Menu Links - Quick Overview

Intro - Takes you to the Introduction Page

Options - Allows you to set the default context (this is the landing page after login)

Windows - Jump to 1 of T/Mon's 1200 windows and view standing/COS counts

Analog - Allows you to create and manage analog groups, useful for analog trending and gauges

Statistics - Request statistics

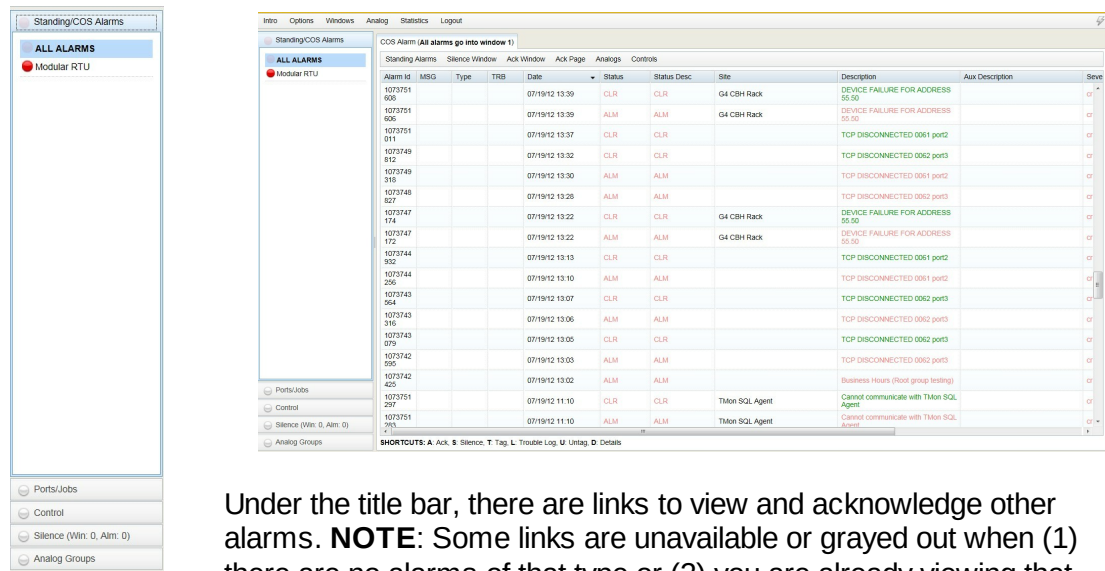
Logout - Log out of the Monitor Mode web interface

After logging into the web interface, you will use the Accordion Pane off to the left of your screen to jump to the 5 main monitoring screens: **Standing / COS Alarms**, **Ports / Jobs**, **Controls**, **Silence**, and **Analog Groups**.

8.1 Standing / COS Alarms

After logging in to the T/Mon web interface, you will arrive at the Standing / COS Alarm screen. The blinking circles in the accordion pane (off to the left) indicate the highest severity for alarms under that category.

Accordion Pane



Under the title bar, there are links to view and acknowledge other alarms. **NOTE:** Some links are unavailable or grayed out when (1) there are no alarms of that type or (2) you are already viewing that screen, or your user rights do not permit that action.

- Standing Alarms** - Click to jump to Standing Alarms only.
- COS Alarms** - Click to jump to COS (Change of State) alarms.
- Silence Window** - Silences all alarms in the window you specify.
- Ack Window** - Acknowledges all alarms in the window you specify.
- Ack Page** - Acknowledges alarms currently being viewed on that web page.
- Analogs** - Click to see only the Standing / COS Alarms tied to an analog.
- Controls** - Click to see the site controls defined for this window.

8.1.1 View Detail

Viewing alarm detail allows you to see the Alarm ID, the windows the alarm is associated to, the alarm description, and more. You can also Ack the alarm from the View Detail screen using the button in the upper-right. **NOTE:** Even though the alarm has been acked, the details pane will remain open until you close it.

COS Alarm (All alarms go into window 1)		View Detail (DEVICE FAI...) x	
Alarm ID	1073756512	Ref (Port.Address.Display Point)	995.11.10.10
Window	ALL ALARMS	Alarm Date	07/19/12 13:59
Status	CLR	Severity	critical
Analog Channel		Site	G4 CBH Rack
Description	DEVICE FAILURE FOR ADDRESS 55.50		
Aux Name			
Text Messages			

8.1.2 Trouble Log

T/Mon's trouble log allows system operators to record what corrective action was taken for each alarm. This feature is especially useful to prevent any confusion after shift changes.

1. To create a trouble log, right-click the alarm or hit the 'L' key.
2. Click the 'Add' button in the Add Trouble Log box.
3. Click inside the empty text field and start entering your text. The maximum number of characters that will fit is 45 per line. **NOTE:** Your text is not attached to the alarm until you click the Save button.

COS Alarm (All alarms go into window 1) Trouble Log (DEVICE FAI...) ✕

Add Reload

#	Ref	Status	Date	User Initials	Log
1	55.6.150.1.1	opened	07/19/12 18:12	WB1	Call technician Bill at 559-454...

Your text is not attached to the alarm until you click this Save button.

Add Trouble Log text in this window here.

Lines: 1

SHORTCUTS: D: Details, C: Close

8.1.3 Ack (Acknowledge)

Acknowledging an alarm clears it from the COS list. To Ack an alarm, right-click and choose 'Ack', or hit the 'A' key. The COS alarm will now disappear from the list.

Intro Options Windows Analog Statistics Logout

Standing/COS Alarms

ALL ALARMS

Modular RTU

COS Alarm (All alarms go into window 1)

Standing Alarms Silence Window Ack Window Ack Page Analogs Controls

Alarm Id	MSG	Type	TRB	Date	Status	Status Desc	Site	Description
1073825707				07/20/12 14:32	ALM	Ack A		TCP DISCONNECTED 0062 port3
1073825706				07/20/12 14:32	CLR	Silence S		TCP DISCONNECTED 0061 port2
1073825499				07/20/12 14:31	ALM	Tag T		TCP DISCONNECTED 0061 port2
1073824848				07/20/12 14:28	CLR	Trouble Log L		TCP DISCONNECTED 0062 port3
1073824848				07/20/12 14:28	CLR	Details D		TCP DISCONNECTED 0062 port3
1073824646				07/20/12 14:27	ALM	CLR		TCP DISCONNECTED 0062 port3
1073824449				07/20/12 14:26	CLR	CLR		TCP DISCONNECTED 0062 port3

8.1.4 Silence

One of the options for Standing / COS Alarms is to Silence. This acts like a 'snooze' feature that quiets an alarm for a certain period of time. Silencing an alarm is different than Acking (Acknowledging) the alarm, since the alarm returns after the "snooze" period is over.

To Silence, right-click the alarm and choose 'Silence', or hit the 'S' key.

The screenshot shows a web-based alarm management interface. On the left, there's a sidebar with 'Standing/COS Alarms' and 'ALL ALARMS'. The main area displays a table of alarms. A right-click context menu is open over one of the alarms, showing options: 'Silence' (with a red 'S' icon), 'Tag' (with a 'T' icon), 'Trouble Log' (with a 'L' icon), and 'Details' (with a 'D' icon).

Alarm Id	MSG	Type	TRB	Date	Acked Date	Acked Initial	Status	Status Desc	Site	Description	Aux
1073742 451				07/05/12 09:03	07/05/12 09:27	@@@	ALM	ALM		DEVICE FAILURE UNDF: 255.250	
1073742 735				07/03/12 12:44			ALM	ALM	NG Temp Issue #2	DEVICE FAILURE NG : 56.71	
1073742 676				07/03/12 12:44			ALM	ALM	CBH Rack G2	DEVICE FAILURE NG : 56.20	
1073742 514				07/03/12 12:44	07/03/12 18:39	@@@	ALM	ALM	216G3 Batt.	DEVICE FAILURE NG216G3 Battery	
1073742 512				07/03/12 12:44			ALM	ALM	APD Testing	DEVICE FAILURE DCP: 65.100	
1073742 511				07/03/12 12:44			ALM	ALM	G5 CBH Rack	DEVICE FAILURE NG : 58.193	
1073742 510				07/03/12 12:44			ALM	ALM	NG Temp issue #1	DEVICE FAILURE NG : 56.70	
1073742 509				07/03/12 12:44			ALM	ALM	NG Added from webedit	DEVICE FAILURE NG : 56.3	
1073742 508				07/03/12 12:44			ALM	ALM	Zigbee Testing	DEVICE FAILURE NG : 10.203	
1073742 233				06/20/12 10:01			ALM	ALM	SNMP Test	ADDRESS TAKEN OFFLINE DCP: 59.192	
1073742 232				06/20/12 10:01			ALM	ALM	SiteMon	ADDRESS TAKEN OFFLINE 216 : 59.135	
1073742 231				06/20/12 10:01			ALM	ALM	NG D-Wire	ADDRESS TAKEN OFFLINE NG : 59.106	
1073742 230				06/20/12 10:01			ALM	ALM	G5 (via 216T bridge)	ADDRESS TAKEN OFFLINE NG : 59.12	
1073742 229				06/20/12 10:01			ALM	ALM	NG216T Bridge (Tail)	ADDRESS TAKEN OFFLINE NG : 59.11	
1073742 228				06/20/12 10:01			ALM	ALM	NG216T Bridge (Head)	ADDRESS TAKEN OFFLINE NG : 59.10	
1073742 227				06/20/12 10:01			ALM	ALM	Dymon Testing (BACTL)	ADDRESS TAKEN OFFLINE BAC : 59.4	
1073742				06/20/12 10:01			ALM	ALM	Dymon Testing (BACTL)	ADDRESS TAKEN OFFLINE BAC : 59.4	

SHORTCUTS: C: Clear, S: Silence, T: Tag, L: Trouble Log, U: Untag, D: Details

Next, you'll be prompted to choose an Expiration Date/Time. This date and time is when the alarm will return. Use the calendar drop-down to select the date. The expiration time can be selected in increments of 5 minutes. Click the 'Silence' button when finished. Notice that the alarm's status is now changed to "Silenced".

The screenshot shows a dialog box titled 'Silence Alarm - Expiration Date'. It contains a table with the following data:

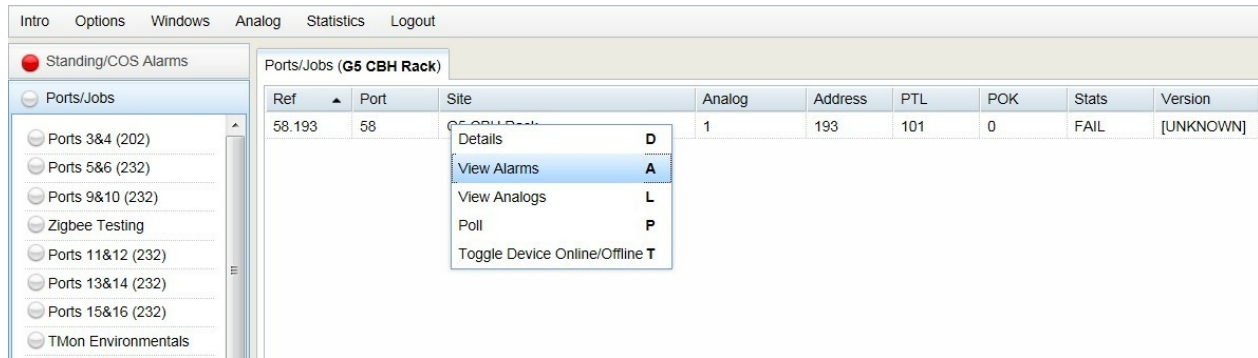
REF	Site	Description
995.11.1.64	216G3 Batt.	DEVICE FAILURE NG216G3 Battery

Below the table, there are two input fields for time selection. The first field shows '4' and the second field shows 'Second(s)'. A dropdown menu is open, showing options: 'Second(s)', 'Minute(s)', 'Hour(s)', and 'Day(s)'. An 'Okay' button is located at the bottom of the dialog.

8.2 Ports / Jobs

From the Ports / Jobs screen, you can view details such as Good vs. Bad polls at your different sites. Simply choose which port you want to see, and view the Alarms and Analogs associated to that port. The stats are automatically updated approximately every 5 seconds.

Right click options for the Ports / Jobs screen include Details, View Alarms, View Analogs, Poll, Toggle Device Online/Offline.



Details - Brings up the Site Details for that particular port, such as the Alarm ID, Site Name, and Site Address.

View Alarms - Shows you all the alarm points associated to that site.

View Analogs - Shows you any analog alarms associated to that port, including the analog gauge (if one was selected.)

Poll - Activates a full poll to refresh status of all points in T/Mon.

Toggle Device Online/Offline - Sets device status as online or offline. Polling of site is suspended on offline devices.

8.2.1 Dialup Device Stats Monitor

From the Ports / Jobs screen, you can view the status of configured / databased Dialup devices. This screen features several additional right click menu options from the traditional Ports / Jobs screens.

Ref	Port	Dev	Site	Shelf Port	Shelf Address	Call Status	Call Type	Status	Good Calls	Attempted Out	Received	Last Call	Miscellaneous
996.1	996	NGU		NG	10	Wait	...	OK	0	0	0	...	Forced calls only
996.2	996	NGU		NG	100	Wait	...	OK	0	0	0	...	No defined Number
996.3	996	DPM		RP	10	Wait	...	FAILED	0	5	0	May 31 14:07	

Right Click Menu Options Unique to Dialup Device Stats Monitor

Reset Stats - Resets the polling stats.

Force Call - Allows you to immediately check on a site by assigning the site selected site as the next site called. When the Force Call function is used, the Miscellaneous field will update the status.

Force Hangup - This function cancels the Force Call selection, if it is not already in progress.

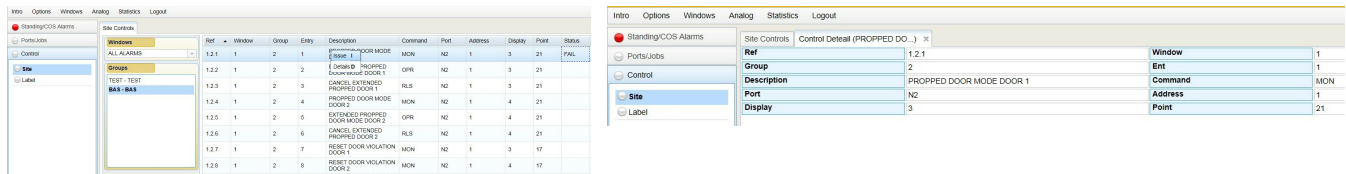
Send Config - Instructs T/Mon to re-send configuration to the device.

8.3 Controls

Issuing controls is just a click away. Click on 'Controls' in the Accordion Pane. You can choose to view controls by Site or Label.

Ref	Window	Group	Entry	Description	Command	Port	Address	Display	Point	Status
1.2.1	1	2	1	PROPPED DOOR MODE DOOR 1	MON	N2	1	3	21	FAIL
1.2.2	1	2	2	CANCEL EXTENDED PROPPED DOOR 1	OPR	N2	1	3	21	
1.2.3	1	2	3	PROPPED DOOR MODE DOOR 2	MON	N2	1	4	21	
1.2.4	1	2	4	EXTENDED PROPPED DOOR MODE DOOR 2	OPR	N2	1	4	21	
1.2.5	1	2	5	CANCEL EXTENDED PROPPED DOOR 2	RLS	N2	1	4	21	
1.2.6	1	2	6	RESET DOOR VIOLATION DOOR 1	MON	N2	1	3	17	
1.2.7	1	2	7	RESET DOOR VIOLATION DOOR 2	MON	N2	1	4	17	
1.2.8	1	2	8							

Right clicking on a Control will bring up a menu where you can select Issue or Details.



8.4 Silence

Click on the 'Silence' button in the Accordion Pane to see all your currently silenced items. You will choose whether to view silenced alarms or silenced windows.

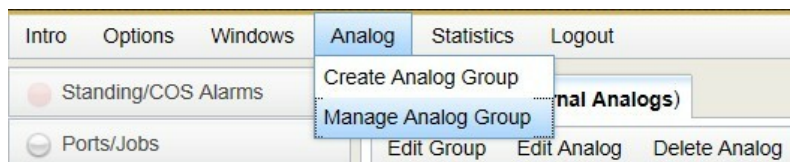
Intro	Options	Windows	Analog	Statistics	Logout
Standing/COS Alarms					
Ports/Jobs					
Control					
Silence (Win: 0, Alm: 10)					
Windows					
Alarms					
Ref	Silence Date	Expire Date	Description	Initials	
ALM.IA.11.3.1	2012-07-20 09:30:55	2012-07-20 09:50:54	:Business Hours (Root group testing)	WB2	
ALM.59.5.10.1	2012-07-20 09:30:47	2012-07-20 09:50:46	:	WB2	
ALM.59.5.12.1	2012-07-20 09:30:30	2012-07-20 09:50:29	:	WB2	
ALM.NG.11.8.3	2011-09-27 11:02:05	2012-09-27 12:00:00	NG216T Bridge (:Analog - Channel 6 Major Under	DPS	
ALM.NG.11.8.1	2011-09-27 11:02:03	2012-09-27 12:00:00	NG216T Bridge (:Analog - Channel 6 Minor Under	DPS	
ALM.NG.11.7.1	2011-09-27 11:02:02	2012-09-27 12:00:00	NG216T Bridge (:Analog - Channel 5 Minor Under	DPS	
ALM.NG.71.7.1	2011-09-27 11:01:58	2012-09-27 12:00:00	NG Temp Issue #:Analog - Channel 5 Minor Under	DPS	
ALM.NG.193.6.2	2011-09-27 11:01:57	2012-09-27 12:00:00	G5 CBH Rack:Analog - Channel 4 Minor Over	DPS	
ALM.NG.1.6.2	2011-09-27 11:01:50	2012-09-27 12:00:00	BAS testing:Analog - Channel 4 Minor Over	DPS	
ALM.NG.193.6.4	2011-09-22 15:09:08	2012-09-22 12:00:00	G5 CBH Rack:Analog - Channel 4 Major Over	DPS	

8.5 Analog Groups

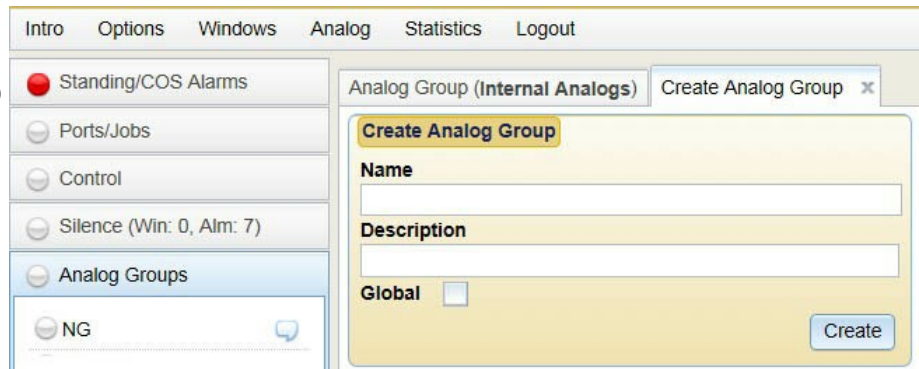
T/Mon Web 3.0 features a graphical gauge display of your analog values. The colored gauges offer a quick, visual representation of your battery levels, temperature, humidity, voltage readings, wind speed and much more.

The ability to create your own analog groups means you can view any assortment of these alarms and save your grouping. You might want to see all the analog alarms at one site, or maybe you want to see all of your temperature readings on one screen. After you have created your group, you'll choose whether to have it saved as your own personal config (only available under your login) or as a global group (available to all users).

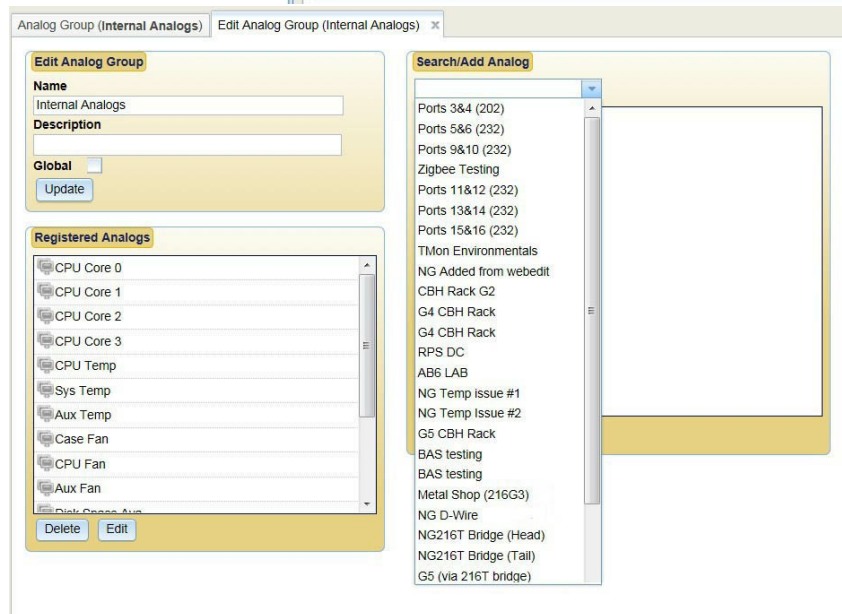
1. To create an analog group, click on 'Analog' in the Top Menu then select 'Create Analog Group'.



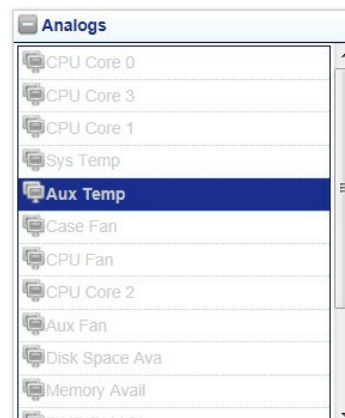
2. You will then need to enter a name and description for your new analog group. You can also select if you want this analog group to be a global analog group.



3. After creating your analog group, select your analog group from the accordion pane on the left. From here, you'll need to select 'Edit Group' to enable the gauge display of the analog values.



4. Then, using the Analog window on the right side of the screen, you can select which analogs you would like displayed as gauges. Just double click on the analog value and it will be generated as a gauge display.



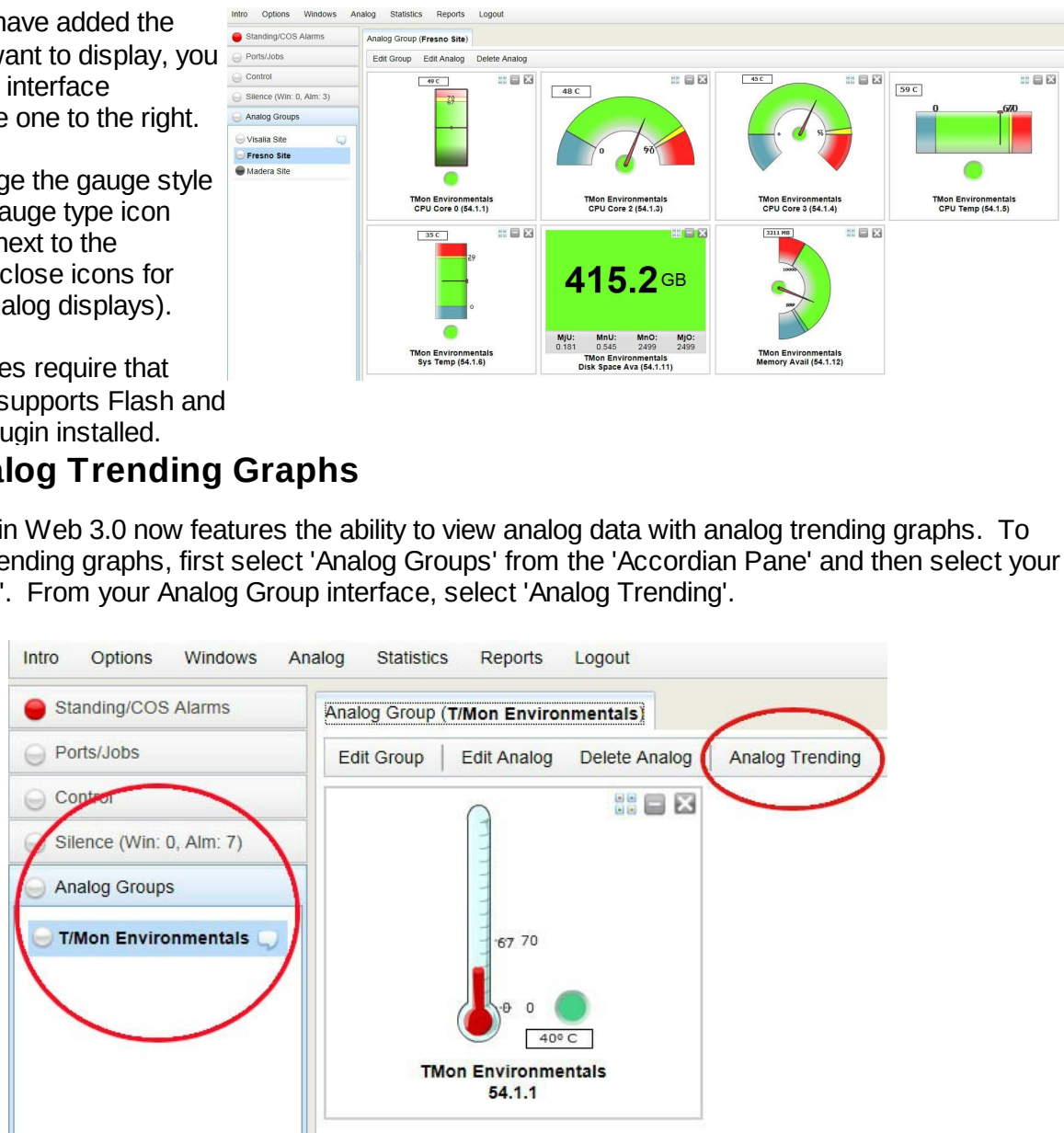
5. Once you have added the Analogs you want to display, you should see an interface resembling the one to the right.

You can change the gauge style by using the gauge type icon (located right next to the minimize and close icons for each of the analog displays).

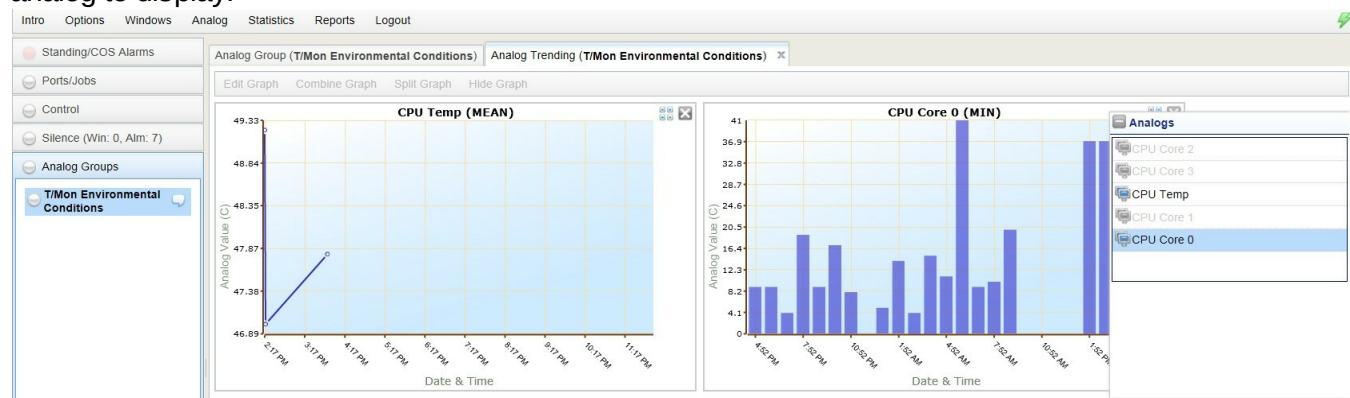
NOTE: Gauges require that your browser supports Flash and has a Flash plugin installed.

8.5.1 Analog Trending Graphs

Monitor Mode in Web 3.0 now features the ability to view analog data with analog trending graphs. To view analog trending graphs, first select 'Analog Groups' from the 'Accordian Pane' and then select your 'Analog Group'. From your Analog Group interface, select 'Analog Trending'.



Double click on the available analogs in the Analogs window on the right to populate the window with analog to display.



Once you have populated the Analog Trending interface with analogs from the desired analog group, you will now see graphical displays of the analog data for the analogs you selected. The settings for the

graph are saved by the user as they edit the settings.

You can edit your graphs by clicking on the graph you wish to edit then selecting 'Edit Graph'.

From this window, you can configure your analog graphs using the various options found under Graph Settings. You can also select one of two graph types: Line Graph or Bar Graph. You can also use the "Combined Graphs" box on the right to combine analog data onto a single graph.

8.6 History Reports

New in T/Mon Web 3.0 is the ability to generate history reports using the web interface. Your reports will be printed into PDF format or exported as a CSV or text file.

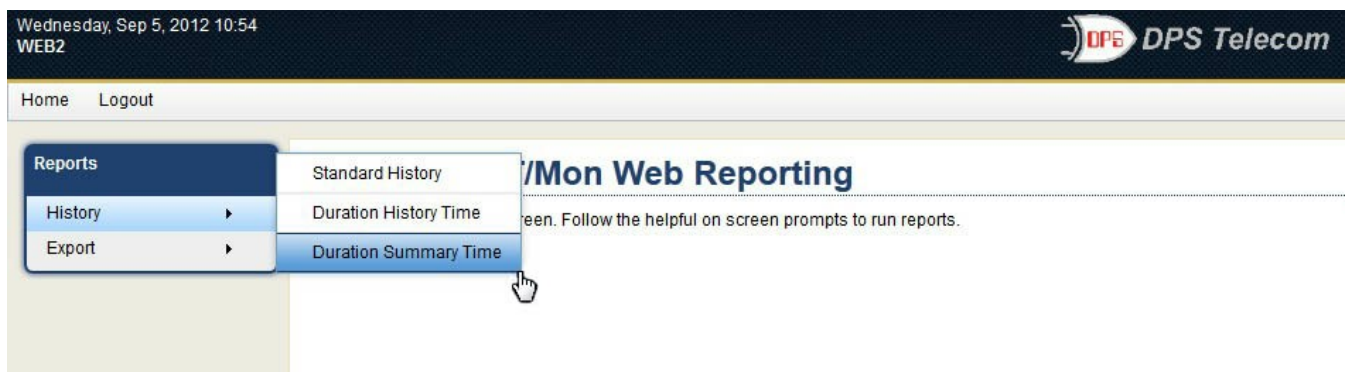
To access the web reporting interface, simply select 'Reports' from the Top Menu in Monitor Mode.



You can choose to generate a history report as a PDF (from the 'History' sub menu) or export a report as a CSV file or a text file (from the 'Export' sub menu).



By selecting 'History' from the sub menu, you can select the type of history report you would like to generate. Reports generated from this menu will be a PDF.



Configure your report parameters (beginning and ending date, windows, points, etc.) then select submit to generate the PDF report.

Standard History Report

Report Parameters

Begin: 7/20/2012 12:00 AM
End: 7/20/2012 1:28 PM
Type: All Win: ALL
Port: 1-500,RP,IA,K1,K2,NG,N2 Addr: 0-9999
Display: 1-99 Point: 1-64
Description Contains:
Submit

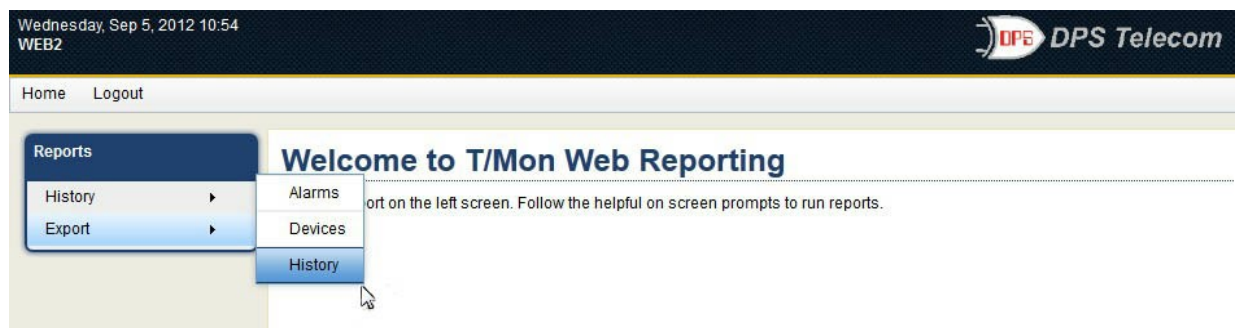
[standard.pdf](#)

DPS Telecom
Standard History Report
Start of Interval: 07/20/2012 00:00
End of Interval: 07/20/2012 13:28
Type: A Windows: ALL
Ports: 1-500,RP,IA,K1,K2,NG,N2 Addresses: 0-9999
Displays: 1-99 Points: 1-64

Proprietary and Confidential
2012-07-20 13:29:35

Item	Site	Alarm date/time	Acknowledged date/time	Initials	Description	Aux Description	State	Level	Status
NG.1.1.59	BAS testing	2012-07-20 00:01:10	Not Acknowledged		(Undefined)		F	D	ALM
NG.1.7.1	BAS testing	2012-07-20 00:01:10	Not Acknowledged		Analog - Channel 5 Minor Under		C	C	CLR
NG.1.10.1	BAS testing	2012-07-20 00:01:11	Not Acknowledged		Analog - Channel 8 Minor Under		F	C	ALM
NG.1.1.59	BAS testing	2012-07-20 00:01:39	Not Acknowledged		(Undefined)		C	D	CLR
NG.1.7.1	BAS testing	2012-07-20 00:01:39	Not Acknowledged		Analog - Channel 5 Minor Under		F	C	ALM
NG.1.10.1	BAS testing	2012-07-20 00:01:40	Not Acknowledged		Analog - Channel 8 Minor Under		C	C	CLR
NG.1.1.59	BAS testing	2012-07-20 00:05:44	Not Acknowledged		(Undefined)		F	D	ALM
NG.1.7.1	BAS testing	2012-07-20 00:05:44	Not Acknowledged		Analog - Channel 5 Minor Under		C	C	CLR
NG.1.8.1	BAS testing	2012-07-20 00:05:44	Not Acknowledged		Analog - Channel 6 Minor Under		F	C	ALM
NG.1.10.1	BAS testing	2012-07-20 00:05:44	Not Acknowledged		Analog - Channel 8 Minor Under		F	C	ALM
IA.0.1.6	G4 CBH Rack	2012-07-20 00:06:02	Not Acknowledged		DEVICE FAILURE BAC : 55.150		F	D	ALM
IA.0.1.6	G4 CBH Rack	2012-07-20 00:06:03	Not Acknowledged		DEVICE FAILURE BAC : 55.150		C	D	CLR
NG.1.1.59	BAS testing	2012-07-20 00:10:05	Not Acknowledged		(Undefined)		C	D	CLR
NG.1.7.1	BAS testing	2012-07-20 00:10:06	Not Acknowledged		Analog - Channel 5 Minor Under		F	C	ALM
NG.1.8.1	BAS testing	2012-07-20 00:10:06	Not Acknowledged		Analog - Channel 6 Minor Under		C	C	CLR
NG.1.10.1	BAS testing	2012-07-20 00:10:07	Not Acknowledged		Analog - Channel 8 Minor Under		C	C	CLR
IA.0.1.6	G4 CBH Rack	2012-07-20 00:11:34	Not Acknowledged		DEVICE FAILURE BAC : 55.150		F	D	ALM
IA.0.1.6	G4 CBH Rack	2012-07-20 00:11:35	Not Acknowledged		DEVICE FAILURE BAC : 55.150		C	D	CLR
NG.1.1.59	BAS testing	2012-07-20 00:17:24	Not Acknowledged		(Undefined)		F	D	ALM
NG.1.7.1	BAS testing	2012-07-20 00:17:24	Not Acknowledged		Analog - Channel 5 Minor Under		C	C	CLR

If you would rather export a history report as a CSV file or a text file, then select 'Export' from the sub menu.



If you would rather export a history report as a .csv file or a text file, then select 'Export' from the sub menu. Selecting 'comma' will export a CSV file for your report and selecting 'tab' will export a text file for your report. Configure your report parameters then select submit. There will be a new window that appears when selecting 'Window Range'. Add the alarm windows you wish to include to the 'Selected' column on the right then click 'Ok'. A link will appear on the bottom of the screen that will allow you to download and/or view your exported report.

Thursday, Sep 6, 2012 10:57
WEB2

Home Logout

Reports All ☒

History ▶

Export ▶

Export Alarms Report

Report Parameters

Remote Ports 1-500

Address range 0-9999

Display range 1-64

Window range 1-8

Min Severity Critical, Major, Minor and Stal

Show No-Log ☒

Delimiter ☒ comma ☐ tab

Submit Debug ☐

CSV file ready for download
[export_alarms.csv](#)

Windows

Windows Select

☐ Match All ☐ Case-sensitive

Keywords

Available		Selected	
#	Name	#	Name
1	ALL ALARMS	1	ALL ALARMS
2	RDS DC CBH RCK	2	RDS DC CBH RCK
3	dymon test	3	dymon test
4	controls test	4	controls test
5		5	
6	Modular RTU	6	Modular RTU
7		7	
8	ASCII TEST	8	ASCII TEST

Add Remove

Ok Cancel Add/Manage

9 Reference Section

9.1 Updating T/Mon Software

NOTE: This update procedure **requires T/Mon v6.5C10.0910 or later and proxy v1.0B10.0910 or later**. Contact DPS Tech Support at 559-454-1600 for assistance updating if you have an older version of either software. This entire update procedure, from the transfer of the software update file to the automatic T/Mon restart, **typically lasts 5-6 minutes**

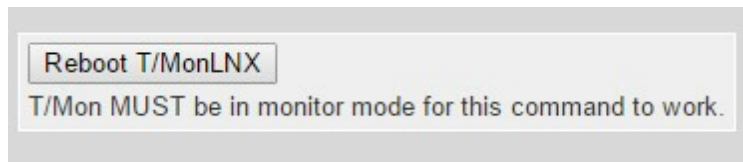
1. Verify that T/Mon is in **Monitor Mode**.
2. **Obtain a software update file** from DPS Telecom. This file will follow this specific naming convention:
`lnx_exec_xxxxxx.tar.gz`.
3. **Start an FTP session** to T/Mon (Use command-line or your preferred FTP client).
4. Log into the FTP session using any T/Mon user that has FTP access. The password is case sensitive and will commonly consist of only capital letters.
5. If you're using the command line, enable hash by typing in "hash on" and activate binary mode by typing "bin".
6. **Transfer the software update file to T/Mon** via FTP. This file name is case sensitive, and you must not change the file name.
7. Wait 30-45 seconds for FileSync to detect the software update file.
8. Next, we'll **monitor the status of the software update with Webmin**. Launch Webmin and login

9.2 Powering Down or Rebooting

1. Login to Webmin with user dps_admin and password dpstelecom
2. Select Others->Custom Commands
3. To power down click the button for Shutdown T/MonLNX (Same for Mini/SLIM G2)



4. To reboot click the button for Reboot T/MonLNX.



10 Technical Support

DPS Telecom products are backed by our courteous, friendly Technical Support representatives, who will give you the best in fast and accurate customer service. To help us help you better, please take the following steps before calling Technical Support:

1. Check the DPS Telecom website.

You will find answers to many common questions on the DPS Telecom website, at <http://www.dpstele.com/support/>. Look here first for a fast solution to your problem.

2. Prepare relevant information.

Having important information about your DPS Telecom product in hand when you call will greatly reduce the time it takes to answer your questions. If you do not have all of the information when you call, our Technical Support representatives can assist you in gathering it. Please write the information down for easy access. Please have your user manual and hardware serial number ready.

3. Have access to troubled equipment.

Please be at or near your equipment when you call DPS Telecom Technical Support. This will help us solve your problem more efficiently.

4. Call during Customer Support hours.

Customer support hours are Monday through Friday, from 7 A.M. to 6 P.M., Pacific time. The DPS Telecom Technical Support phone number is **(559) 454-1600**.

Emergency Assistance: *Emergency assistance is available 24 hours a day, 7 days a week. For emergency assistance after hours, allow the phone to ring until it is answered with a paging message. You will be asked to enter your phone number. An on-call technical support representative will return your call as soon as possible.*

11 T/Mon Gold and Platinum Plans

T/Mon Gold & Platinum Plan Support Escalation Policy

(559) 454-1600 Phone

(559) 454-1688 Fax

support@dpstele.com Email

When you call DPS for T/Mon support under your T/Mon maintenance agreement, you'll receive the following benefits:

1. If you call during normal DPS operating hours (7:00am to 6:00pm Pacific Standard Time), you will receive priority tech support in front of all calls from users without a T/Mon Gold Plan. If you have an emergency situation, your call will be prioritized to the top of the list (at uncommon times when there is a list).
2. If you call outside normal DPS operating hours with an emergency (ex. "System is Down"), you have access to 7x24x365 Tech Support. Follow the recorded voice instructions to alert the on-call technician. The on-call technician will typically return your call within 15 minutes.
3. With your permission, DPS technicians can remotely access your T/Mon from DPS Headquarters (typically via dialup) to facilitate diagnostics and instructions. You can follow along on your T/Mon screen as technicians control your T/Mon.
4. If it is determined that DPS hardware is at fault, one of the following will occur at DPS' discretion:
 - With client consent, DPS will, on a priority basis, expedite a replacement component for the client's qualified staff to install.
 - The client will ship the unit back to DPS for priority repair and return on a priority basis. When units are received by DPS before 12:00pm, they are repaired, tested, and shipped back to the client within one business day, provided there are no extenuating circumstances.
 - DPS will advance-replace the entire T/Mon unit. After receiving the new T/Mon, the client will ship the failed unit to DPS. The unit will be repaired and shipped back to the client. Upon receiving the repaired unit, the client will return the advance-replacement unit to DPS.

Extended Maintenance Agreement Benefits:

• Half-Price or Free Hardware Upgrades

T/Mon operates 7x24x365. That's stressful for any hardware. Plus, the DPS engineers are constantly improving the platform. That's **2 big reasons** why you should update your T/Mon hardware regularly. T/Mon Maintenance Agreements make it easy to get the equivalent of a brand new monitoring system every 3-5 years. You'll stay well ahead of the mortality curve, and you'll never get stuck using ancient technology.

Participate in our **50%-off upgrade program** at the end of your third consecutive year as a Gold Plan member, **OR** Participate in our **free upgrade program** at the end of your fifth consecutive year as a Platinum Plan member. We'll send you a **brand new** T/Mon. Just send us back the old one.

• Software upgrades

Includes major release(s), plus updates throughout the life of your Gold/Platinum Plan. These major releases are not small. They incorporate user feedback, industry best practices evolution, entirely new capabilities, as well as the occasional code correction.

• 4-Day Factory Training course

Hosted at our corporate headquarters (up to 3 members from your team can attend per session - multiple sessions per year).

• Spares and standby purchase discount

Backup units are essential for disaster recovery. With a Gold/Platinum Plan, you'll get discount prices on purchasing spare parts and standby units.

12 End User License Agreement

All Software and firmware used in, for, or in connection with the Product, parts, subsystems, or derivatives thereof, in whatever form, including, without limitation, source code, object code and microcode, including any computer programs and any documentation relating to or describing such Software is furnished to the End User only under a non-exclusive perpetual license solely for End User's use with the Product.

The Software may not be copied or modified, in whole or in part, for any purpose whatsoever. The Software may not be reverse engineered, compiled, or disassembled. No title to or ownership of the Software or any of its parts is transferred to the End User. Title to all patents, copyrights, trade secrets, and any other applicable rights shall remain with the DPS Telecom.

DPS Telecom's warranty and limitation on its liability for the Software is as described in the warranty information provided to End User in the Product Manual.

End User shall indemnify DPS Telecom and hold it harmless for and against any and all claims, damages, losses, costs, expenses, obligations, liabilities, fees and costs and all amounts paid in settlement of any claim, action or suit which may be asserted against DPS Telecom which arise out of or are related to the non-fulfillment of any covenant or obligation of End User in connection with this Agreement.

This Agreement shall be construed and enforced in accordance with the laws of the State of California, without regard to choice of law principles and excluding the provisions of the UN Convention on Contracts for the International Sale of Goods. Any dispute arising out of the Agreement shall be commenced and maintained only in Fresno County, California. In the event suit is brought or an attorney is retained by any party to this Agreement to seek interpretation or construction of any term or provision of this Agreement, to enforce the terms of this Agreement, to collect any money due, or to obtain any money damages or equitable relief for breach, the prevailing party shall be entitled to recover, in addition to any other available remedy, reimbursement for reasonable attorneys' fees, court costs, costs of investigation, and other related expenses.

“Dependable, Powerful Solutions
that allow users to monitor larger,
more complicated networks with a
smaller, less trained staff”



DPS Telecom

“Your Partners in Network Alarm Management”

www.dpstelecom.com

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559-454-1600 • 800-622-3314 • 559-454-1688 fax